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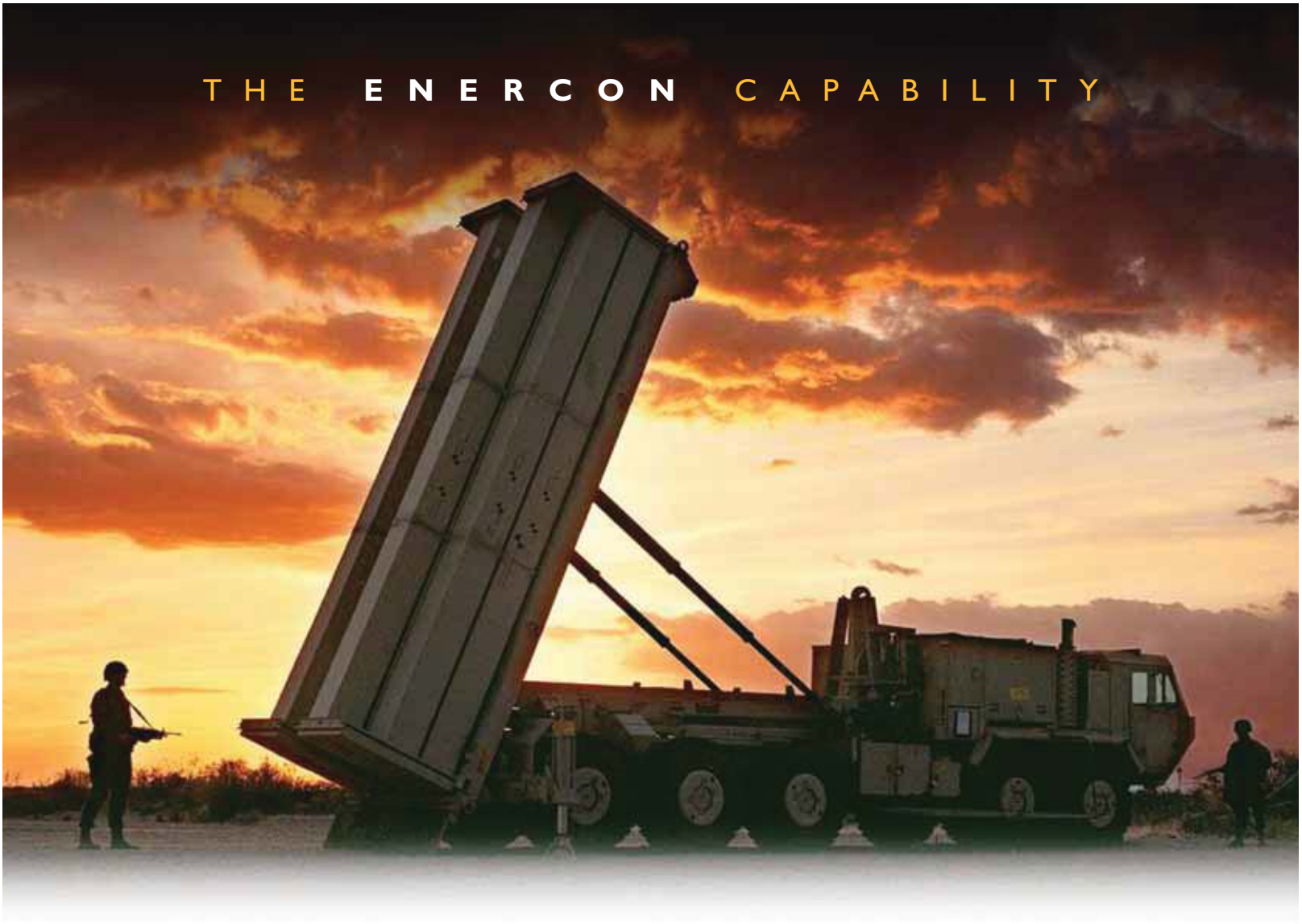

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CONTENTS

Volume 47, No. 4 • July/August 2012

Columns

From the Top 7
You Call Dis-Service? Check, Please!

Education 8
Education & Certification Updates

Codes & Standards 10

Features

Maximizing Uptime for Mission Critical Facilities 15

2012 EGSA Fall Conference Preview 18

Six Reasons to Choose a Permanently Installed Residential Standby Generator 22

Standby Power System at Florida VA Hospital Covers All Electrical Loads 28

HOTSTART Member Profile 32
Another in our series of EGSA member company profiles.

On the Cover:
2012 EGSA Fall Conference Preview - Brewing a Better Business; Page 18

Departments

Events Calendar 5
Association and Industry events.

Index of Advertisers 6
Who's who in this issue of *Powerline*.

Association News 21
Updates from EGSA.

EGSA Membership Application 25
It pays to be a member of EGSA. Join now!

EGSA New Members 27
Who has joined EGSA in the past few months?

Job Bank 34
Looking for a new job?

Industry News. 36
The latest reports.

Case Study: Standby Power System at Florida VA Hospital Covers All Electrical Loads; Page 28

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October 3-5, 2012, Bangkok, Thailand

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POWER-GEN International 2012

December 11-13, 2012; Orlando, FL

The world's largest show for power generation, featuring the EGSA On-Site Power Pavilion. For exhibit information, contact EGSA at (561) 750-5575, ext 205 or e-mail Jalane Kellough at *J.Kellough@EGSA.org*.

Conferences

EGSA 2012 Fall Technical & Marketing Conference

September 9-11, 2012; Milwaukee, WI

The Fall Technical and Marketing Conference is held during September and is designed to focus on technical and marketing issues. Registration information is available online at *www.egsa.org/fall* or by calling (561) 750-5575.

NFMT Conference & Expo

March 12-14, 2013; Baltimore, MD

The country's #1 conference and exposition for non-residential building owners; facility managers; maintenance engineers; directors of sustainability; planning; operations and management. EGSA has partnered with NFMT to launch the Power Source Pavilion. The Power Source Pavilion and educational sessions will provide facility professionals with exclusive access to on-site power solutions. For exhibit information, contact EGSA at (561) 750-5575, ext 203 or e-mail Kim Giles at *k.Giles@EGSA.org*.

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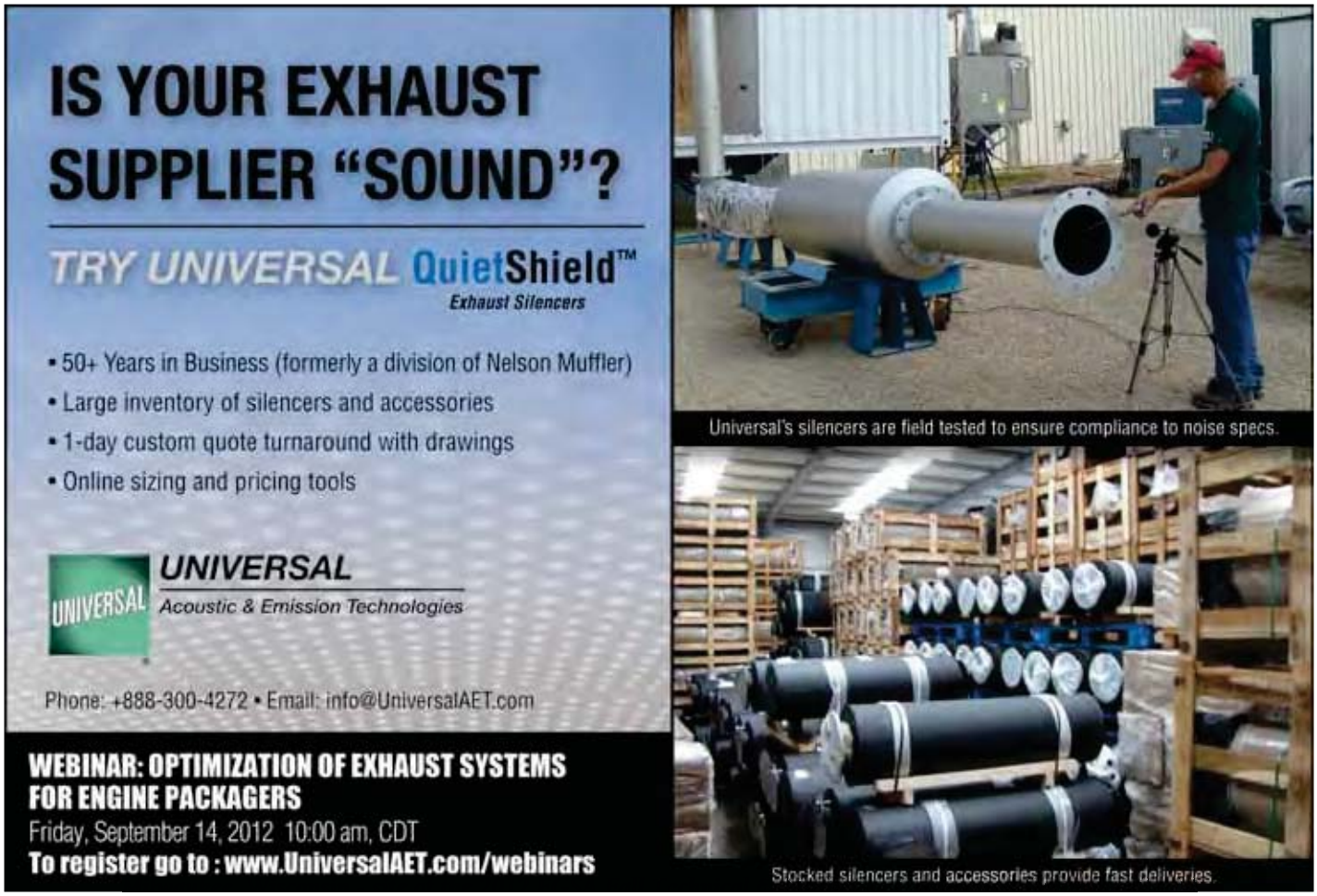
Chicago, IL .....August 6-9
Orlando, FL ..... December 10-13*

*To be held concurrently with POWER-GEN International 2012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Avtron Mfg. 20
ComRent 20
Davidson Sales . . . . . 24 & 39
Diesel Gas & Turbine Publications 36
Enercon Engineering, Inc. 2
Flight Systems 12
Generator Solutions, Inc. 12
Governors America Corp. 21
Hennig Enclosure Systems 38
Hilliard Corp. 24
Innovation Energies 13
MIRATECH 17
Murphy, FW 14
National Power Corp. 39
Omegaflex . . . . . 30 & 31
OmniMetrix 9
Phoenix Products 27
Power-Tronics 33
Pritchard Brown 21
Russelectric, Inc. 11
Showmen Supplies Inc. 12
Tractor & Equipment Co. 35
Trystar 29
United Alloy, Inc. 23
Universal Acoustic & Emission Technologies 5

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2012 EGSA President
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You Call Dis-Service? Check, Please!

Just another working guy, he walked in to our showroom and started checking out the gensets and diesels. Three days of stubble on his face, dirty overalls and muddy boots (OK, he's into construction, not a commercial fisherman), he asks to use the men's room and then sat down with the company owner. He needed a replacement diesel power unit, about 4 liters with an SAE #2 flywheel housing. They chatted for a while, agreed on a price and the guy wrote out a deposit check for the engine.

"You know," he said, "I drove for an hour and a half from Worcester (MA) to get here and I'm paying you $800 more for this engine than what I can buy it for from an engine distributor up there!"

"Well, thanks for coming down and doing business with us, but why?" asked Bob.

"Because when I asked to use their men's room after I wrote out my deposit, the owner asked me to go across the street and use the one over at the gas station. So, I took my check back, went to the gas station… and then drove down here."

Almost unbelievable, but a very true story… a serious case of "I don't get no respect."

We had one customer, a commercial fishing boat owner, that would stand over the mechanic working on his generator set, arms folded, watching the tech's every move and making comments like "When are you going to be finished?", "What are you doing now?", "Do you know how much you are costing me?" Fortunately, we had a technician that could work under those conditions without blowing his top and the customer usually asked for that tech by name. (One of his boats was the Andrea Gail, subject of Sebastian Junger's *The Perfect Storm*.)

Some customers always asked for a particular technician by name. Sometimes, they even paid for us to fly them to wherever their fishing boat happened to be – from Maine to the Caribbean, rather than have a local, unknown technician working on their critical machinery. Those technicians were certainly highly valued and rewarded.

Wally was a pretty good mechanic but when he cleaned up he still looked more of a mess than the other guys at their worst. He would return from a service job looking like he had been searching for ticking tappets in the mud! Our service manager selected his assignments carefully, and none of them included personal contact with business owners and especially not home or yacht owners!

One of my neighbors is re-tiling his bathroom and his usual store didn't have anything he and his wife really liked. She is eight months pregnant – with twins! I only mention this because when the couple went to the other home improvement store in the area, an associate with the name Dave on his orange apron, saw an opportunity to provide exemplary customer service, found a chair and literally followed the couple around the store so that my neighbor's wife could sit and rest while they shopped for the tile and several other items they needed. Needless to say, Dave's initiative has created a new, very loyal and vocal customer.

At the Spring Convention in New Orleans last year, EGSA hosted an educational panel discussion on Field Service Etiquette. The panel experts all agreed that since the technician is usually the only face-to-face contact with the customer, that relationship is crucial to ongoing business.

We send our technicians to manufacturer's service schools and encourage them to become EGSA Certified, but how often do we provide training and guidance on relationship building and establishing customer trust? A good service manager will select a mechanic or technician for a specific job, based on technical competence for the mission and personality compatibility with the customer. A great service manager, on the other hand, will hire not only someone who has the technical skill and expertise, but also has the drive to make customers happy…to feel good about their distributorship!

Fear the Customer Who Does Not Speak…

The scenario we all fear is the problem job or situation where the customer is upset for some reason and; they just leave upset, never to be heard from again. You really have no idea that something went wrong and therefore, have no way of knowing that if you were to identify and fix that issue, you would retain more customers. Customers that do complain should be sincerely thanked for letting you know about a problem and giving you the opportunity to make some corrections. A good service manager keeps an eye out for this type of problem. A great service manager watches out for these opportunities.

John Cleese (of Monty Python fame) produced and starred in a series of training films and one of the first was for, believe it or not, service technicians. Cleese starts off the training film on a service call for one of his company's products and the first thing he says to the customer after seeing his product is "Oh no! Who sold you this one? I'm going to be here all day figuring out what's wrong!" and later he shows how the same call should have been handled to build customer and brand loyalty. Your technicians

Continued on page 13

George Rowley
EGSA Director
of Education
G.Rowley@EGSA.org

Certification Update

With each passing month in 2012, I become more optimistic on how much our Members value the EGSA Technician Certification Program. Our certification program and exam have established industry standards of performance and knowledge for a technician.

Each time a technician passes an exam, it demonstrates that he possesses the right skill set, the effective combination of know-how and knowledge that sets him apart. The Certification also provides peace of mind for a facility manager, assuring everyone involved really, that the technician on the job is proficient at installing, maintaining and trouble-shooting their complicated power generation equipment.

I understand that several Distributors/Dealers utilize the EGSA Technician Certification Exam to know what areas to focus on in the ongoing training regime, especially when there are multiple techs from the same company certifying at the same time. Consider this…if two or more of your techs miss the same question, it is a great indicator to management where to focus training resources.

Reflecting on the year thus far, we are poised for a great end-of-year result. To provide a snapshot of how we are progressing, we need only review where we were at this time last year. At this juncture in 2011, we were certifying an average of 9 technicians per month and I reported that 44 technicians had passed thus far for the year (Powerline Magazine - July/August 2011 Certification Report). In that issue, I also reported that there were a total of 427 Certified Technicians.

Now, for the great news! If you compare the figures for the current year at the same juncture, reporting on the period from January until May 31, 2012, I am pleased to report that we are certifying an average of 26 technicians per month, with 131 technicians certified year-to-date for the year and a total of 664 EGSA Certified Technicians.

I believe that it is a testament to the high level of knowledge required to become an EGSA Certified Technician. The test pass rate has varied this year from 65% to 87%. The average pass rate has been 78% this year. Clearly, your technician has to be very good to earn the right to wear the EGSA Certified Technician patch.

Certified Technician 2011 vs. 2012

Certified Techs	2011	2012
Added Per Month	9	26
Year-to-Date	44	131
Total	427	664

We have a record number of Distributer Dealers in EGSA this year. Now more than ever we need to first re-double our efforts and encourage EGSA Technician Certification among our employees and within the Industry and second, strongly encourage specifying engineers to call for the generator set suppliers to have EGSA Certified Technicians on staff for installation and service.

It is a pleasure to report that the EGSA Education Program is also reporting great numbers in 2012. We have completed a total of three schools so far in the 2012 calendar year, with each one reporting in at a sold-out status by class time. The schedule for the remaining portion of this year includes one more Basic School in Scottsdale, AZ in October and two more Advanced Schools in Chicago, IL and Orlando, FL. While these remaining schools are not sold out at this reporting time, you should make sure to register now to be assured of getting a seat, especially for the POWER-GEN school, which is always full. For a more complete schedule, including dates, please visit *www.egsa.org* and download a current school brochure and application. ■

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Codes & Standards

Herb Whittall
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Herb Daugherty attended the IEEE Industrial and Commercial Power Systems meeting in Louisville from May 20 to May 23 where, each year, the Color Book Recommended Practices are discussed. The ultimate goal is to complete the process of converting the Color Books to the Base Book and attachments. Progress is being made, but it is an arduous process.

I have submitted a draft revision of IEEE P 3005.10 *Recommended Practice for the Application of Distributed Generation to Industrial and Commercial Power Systems* to the Committee. Herb is the Chairman of the Base Book Chapter 5, *Emergency and Standby Systems*. He is also Co-Chairman of Standard 3005.2 Generator Systems. He has submitted a draft of the Standard to the Committee for review and a PAR. This Standard is basically an update of the Red Book Chapter 4. Assistance from EGSA Members for Herb or the Committee would be welcomed.

The International Standards Organization (ISO) has been working on updating several sections of ISO 8178 – *Reciprocating Internal Combustion Engines*. These updated proposals are currently out for ballot. The two are ISO 8178 Part 7 *Engine Family Determination* and Part 8 *Engine Group Determination*. These are important only in that they allow the manufacturer of internal combustion engines to lower the costs they incur to get engines certified by letting them group engine families by Combustion cycle, cooling medium, Bore and stroke, fuel type and system and aspiration. This may sound like it is confining, but it allows a family of similar bore-sized engines of various numbers of cylinders to be classed as a family and only have one model tested. If different methods of after-treatment are used for different numbers of cylinders, then additional testing may be necessary.

Another part of ISO 8178 – Part 9 *Exhaust Emission Measurement – Test Cycles and Test Procedures for Test Bed Measurement of exhaust gas smoke emissions from Compression Ignition Engines* came up for ballot (closed on June 22). Again, this is an update being reworked and republished, so I voted for acceptance. Second drafts of ISO 8178 Part 1: *Test bed measurement of gaseous and particulate exhaust emissions* and Part 4: *Steady state test cycles for different engine applications* have been posted on the SAE website.

EGSA, in the past, has produced standards. Recently, the Association produced a suggested policy concerning how to meet the ICC earthquake standard. I recently received from ASTM a pamphlet listing the various Building Codes that ASTM offers for sale. These included the ICC codes, NFPA 5000 – *Building Construction and Safety Code, UL Global Standards*, and some 8 others. The committees that write them are volunteers, except for probably one or two attendees from the writing organization.

To order the complete list online is $3,823 for singular site access. To get a DVD, the cost is $1,191 for single site access. Purchasing standards from other organizations is not cost-effective. However, working on the update to the IEEE Color Books and listening to George Rowley as he wrestles to get all the chapters updated for the fifth edition of the ***EGSA On-site Power Generation: A Reference Book***, I am all too familiar with how difficult it is to get volunteers to spend time updating standards like these…it is like pulling teeth!

As Steve Sappington posted on the EGSA website, UL has issued UL 6200 an "Outline of investigation for controls for stationary engine driven assemblies." Its scope will "cover controls operating at 600 volts maximum with sensing and measurement circuits of 1000 volts AC and 1500 volts DC maximum." UL sent out a bulletin announcing UL 6200 to the subscribers of the following UL Standards, so it is a safe bet that these standards will reference UL 6200 in the future: UL 508, UL 508A, UL 508C, UL 1008, UL 1247, UL 2200, UL 2201 and UL 61010-1. These generally cover Industrial Controls, Transfer Switches, Engine Controls and Electrical Equipment for Measurement Control. ■

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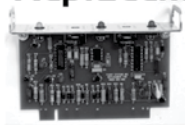

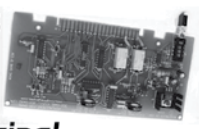

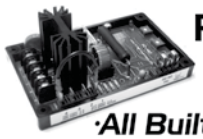

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are also your ambassadors; do you believe they have the natural instinct and experience to represent your company in the best way? It is up to you to train them, especially if they are new to the industry or new to your company.

Do you have your senior techs—the ones with the "Best Customer Skills"— working with the new hires to instill a sense of Company Values and how REALLY important customer service is?

Doing Due Diligence

Have you ever checked out your company in the same manner that a potential new customer might? First, go to your website. Is the contact information still accurate; is the most recent "Company News" from 2006? Frankly, it amazes me how many companies fail to update this section. When was the site last updated, how easy is it to navigate around, do you show that you are a "Proud Member of EGSA" (the logo is available from the EGSA website) and other organizations, does your website show that you have EGSA Certified Technicians on staff, emergency phone numbers, 24/7 service? Next, check out your toughest competitors' websites. Whose site would appeal more to your ideal customer… be honest! Is your phone system customer friendly? If they call you and get your voice mail prompt, can they still get the operator to get transferred to someone else? Check with some customers occasionally.

How about your bricks and mortar - is the initial outside impression… so 1960s or 21st century? And what about everywhere inside that a customer might see? How would you rate it on a 1 – 10 scale and how can you kick it up a notch? Are your service trucks kept clean and are they gaining good impressions per mile as they go from customer site to customer site? You don't have to be the biggest distributor in the area but you do need to project to potential new visitors that you are at least professional, powerful and on the ball.

Do you make sure that your technicians check in with the customer before they leave, closing with the human connection? Do they go over what they found, what they fixed and make recommendations? Did they do an outstanding job of leaving the generator set area spotless? Most importantly, is the customer going to ask for Dave in the orange apron next time service is needed?

Do you have a Mission Statement? If so, would your employees be able to tell you what it is? It is just another picture frame on the wall unless the entire organization is in sync with it. Your EGSA Board of Directors meetings and the committee meetings start off with a quick review of our Mission and Vision Statements.

We all like to do business with people we like. Whether shopping for a car, a generator set, sub-base fuel tank or a service contract, we want to be able to look the other guy in the eye and see some empathy and establish a trust.

Most people will give an acquaintance the opportunity of some business before going to a stranger. Isn't this one of the great values of EGSA Membership? Through opportunities such as our conventions, education programs and trade shows, we continue an almost 50 year tradition of meeting people, forging bonds, developing respect, making friends - and more times than not, creating good business for the firms we represent.

"Check, please." (Reality check, that is). ■

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Maximizing Uptime for Mission Critical Facilities

When downtime is not an option, leverage an innovative high availability control architecture for critical infrastructure systems that drives utmost reliability

Introduction

Mission critical facilities such as those that support operations in healthcare, emergency response, banking, order processing and high-value batch manufacturing are under intense pressure to maximize system availability. Even a short period of downtime can have catastrophic effects that prevent the ability to deliver critical services to end users, with costs easily reaching hundreds of thousands of dollars for a single incident.

Modern demands require these facilities to place a renewed focus on the architecture of their control systems, which play a critical role for ensuring maximum reliability and protection against unplanned outages. The control architecture is an essential determining factor for high availability performance and is at the heart of enabling responsiveness to avoid the potential for destructive and rapid system failure.

This article introduces an innovative approach to take control system reliability to a new level of performance by uniquely tying together critical infrastructure systems— including paralleling switchgear, backup power generation and critical cooling. Facilities now have the opportunity to achieve greater availability over traditional control architectures and drive continuous operations of their mission critical facilities.

Challenges of disparate control systems

The paralleling switchgear, backup power generation and critical cooling systems are typically specified, purchased and installed separately, resulting in an architecture with disparate control systems that may come from various technology providers.

Regardless of whether these multiple systems have high availability capability, the disparate nature makes it very difficult for facilities to leverage a comprehensive control strategy and results in a disconnected view of the control systems' vulnerabilities and risks.

Disparate control systems do not easily communicate or coordinate information with each other. This is a key shortcoming when infrastructure system coordination is required to keep all systems running and to avoid downtime risk during a fault situation such as a power outage. The lack of coordination makes it challenging to quickly identify and resolve issues, or uncover root causes, which increases the risk of failures and prolonged outages.

The complexity of managing multiple systems also introduces greater potential for human error in day-to-day operations, impacting the continuous operation and long-term reliability of the systems. Operations and maintenance personnel must understand and learn more than one system programming environment, hardware platform and debugging process to resolve fault conditions, which can increase the mean time to repair when issues do occur due to the varied expertise required. Multiple network paths, communications enablers and memory maps must be maintained separately for all systems, further exposing the risk of human errors, and hence, increasing the possibility of downtime.

Most importantly, the opportunity to create synergies for maximized uptime is lost. Initiatives for continuous improvement, performance enhancements, and maintenance are implemented independently across each different control systems—resulting in a multi-siloed approach that lacks critical system coordination needed for utmost control reliability and maximum uptime.

Specifying common control systems

To address the challenges that come with disparate control systems, facilities should seek to implement common high availability systems for their paralleling switchgear, backup power and critical cooling infrastructure from a single technology service provider.

Such a strategy requires a new way of thinking in terms of how systems are specified; instead of the control system being left to the selected switchgear, backup power or HVAC machine builder, it must be considered as an integral part of the facility infrastructure. Driving a common controls specification enables more efficient coordination, communication, and maintenance of key infrastructure functions to increase overall system availability.

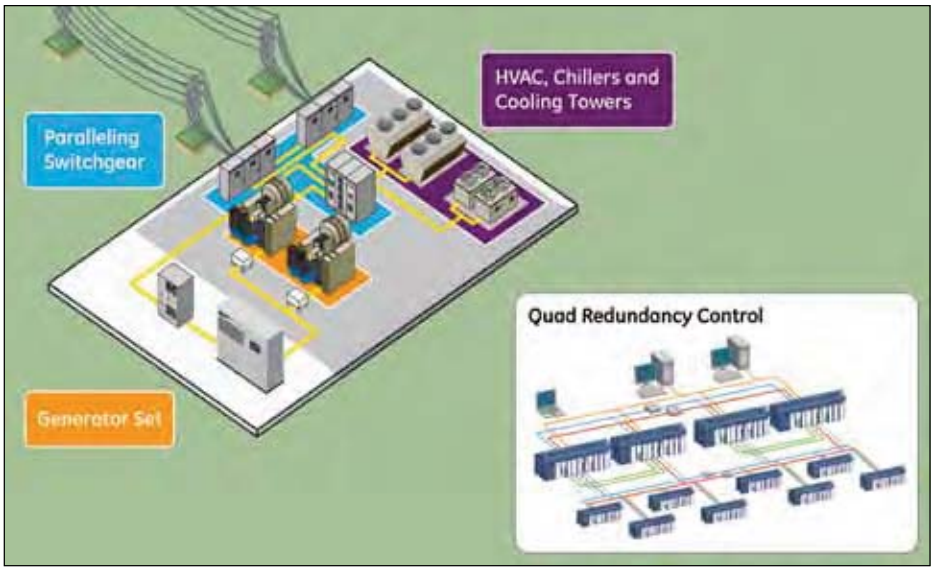
From implementation to operational performance, maintenance and integration, the commonality between systems helps facilities focus on a single support infrastructure and provides significant operational advantages that drive higher availability, including:

- Human errors can be significantly reduced. Operations and maintenance personnel need only to understand one control platform, one development environment and one process for debugging fault conditions to maintain uptime.
- Use of common controls allows seamless transfer of data between different (but related) control functions such as power and HVAC—delivering critical insight—and provides a single window into the infrastructure for visualization and analytical functions.
- One control system type allows for more flexibility in managing system intellectual properties and continuous improvement enhancements, which are translatable across systems, allowing for consistency, efficiency and performance improvements.
- Connectivity to enterprise systems for operational status and fault detection is easier and faster with a single communications path and memory map, enabling more rapid integration and problem resolution.
- It simplifies maintenance and reduces spares holding, improving MTTR and shortening the time to restore full capability following a fault.

Instead of the control system being left to the selected switchgear, backup power or HVAC machine builder, it must considered as an integral part of the facility infrastructure—a new way of thinking in terms of system specifications.

Transforming the control architecture onto a single platform

Taking common control systems for paralleling switchgear, backup power and critical cooling a step further, GE proposes an approach that brings together the common control systems onto a single, ultra-high availability control platform that manages the entire infrastructure. So not only are the critical infrastructure systems from one technology provider, but they are also brought together on one platform—an approach that requires a new way to specify requirements.



A single ultra-high availability infrastructure control platform

By implementing an innovative forward-looking approach that transforms the control architecture of a mission critical facility onto one platform, the real opportunity for optimized control, reliability and survivability becomes attainable. A single platform architecture strategy lends itself to more precise control, reliability and optimized efficiency needed to maximize uptime across a facility's systems. With only one system to design, implement, control and maintain, ensuring continuous operations can be achieved much more effectively than systems on multiple platforms.

Powering ultra-high availability control

Facilities that seek to virtually eliminate downtime with maximum availability can incorporate a quad redundancy high availability solution onto the single platform architecture. This type of solution serves as a more robust, ultra-high availability solution compared with traditional redundancy control.

For example, GE's Quad PAC has four redundant controllers—a Master Controller and three synchronized backup controllers. It leverages Ethernet-based I/O devices that can seamlessly arbitrate its control from one of the four controllers in the system. If the Master Controller, or any of the system components fail, the system automatically identifies the best backup controller to take over and provides the system with the most capability to withstand the next sequence of multiple or cascaded system failures. The hardware required to achieve this is very similar to that needed for separate redundant systems but it delivers a step change in survivability, allowing the whole facility to continue in redundant operation even after a significant incident such as a lightning strike, which may cause voltage spikes throughout the electrical infrastructure.

The Quad PAC leverages GE's patented reflective memory technology, allowing data to be shared between controllers with nanosecond latency that delivers a full-mirror image of all process data to all controllers. Firmware within the controllers synchronizes scans and maps data between them, ensuring that any controller is instantly able to assume management of the system without disruption.

Each controller maintains and shares status information with the other controllers. One controller is designated the "Master" based on priority "routing" rules. The primary objective is control of the I/O, so if any controller can communicate with more I/O groups than the other controllers, then it will become the Master controller. It also implements other rules related to controller and communication diagnostics, enabling the system to survive cascade failures. Users can make program changes and system modifications with the system remaining operational, allowing for concurrent maintainability. A system can fail down to one controller without losing control of the I/O.

A unique feature is the ability to maintain a single IP address for external system connection such as SCADA. The Quad PAC system appears as a single device, so there is no complicated configuration required to track mastership between controllers. The external connection may be a single or redundant LAN configuration.

These enabling technologies within a single ultra-high availability platform allow for the precise control and intelligence required to effectively maintain continuous operations, and improve operational performance and efficiency—delivering all required functionality for paralleling switchgear, backup power and critical cooling in one powerful system.

Tier IV data centers such as eBay's Topaz Data Center have implemented the Quad PAC to ensure continuous power, leveraging patented features that enable powerful redundancy and optimized efficiency.

Conclusion

To virtually eliminate downtime risk across a mission critical facility's entire infrastructure demands a new control technology approach that ensures maximum system reliability and uptime. Traditional high availability solutions encompass disparate control systems and multiple technology platforms, which do not allow for a comprehensive strategy or truly continuous operations.

GE proposes an approach that brings together common control systems onto a single, ultra-high availability control platform that manages the entire infrastructure. By specifying common control systems for paralleling switchgear, backup power generation, and critical cooling—and integrating these within a single high availability platform—facilities can ensure utmost control and reliability of their critical support infrastructure applications while at the same time lowering their total cost of ownership.

A single control architecture leverages the latest high availability technologies to virtually eliminate downtime risk across the control platform, a powerful advantage in the mission critical space. Advanced capabilities maximize system availability, eliminating single points of failure and ensuring concurrent maintainability—enabling new capabilities that can change the game for facilities that must deliver continuously high performance. ■

SINGLE PLATFORM ARCHITECTURE ENSURES CONTINUOUS OPERATIONS FOR DVL GROUP

When DVL Group, Inc., a systems integrator of critical power and cooling, was required to deliver on the imperative need for utmost system availability for a large chemical company, it demanded more than a traditional high availability solution could offer. It sought a robust system architecture that could adhere to the stringent company safety standards for a 2N Tier IV data center and a list of project requirements, including:

- Reliable fail-on, safety fail-off, fault tolerant and selfhealing capabilities
- PLC system control for redundancy and industrial reliability
- Redundant Ethernet networks for redundant controllers and remote I/O
- Non-software based critical mechanical cooling controls
- NEC Annex standards for increased survivability

How could DVL address all these requirements and enable management of the entire infrastructure, which included a significant scope of control?

DVL delivered a high availability solution that tied together the paralleling switchgear, backup power generation, and chiller plant controls and other critical controls—along with redundant I/O and full system synchronization—to eliminate single points of failure and drive maximum system availability. Leveraging a single platform with common controls was the key enabler for concurrent maintainability, greater survivability, and ultimately, continuous operations.

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Welcome to Generator Country!

EGSA Takes the 47th Annual Fall Conference to Milwaukee September 9th to 11th, 2012

During September 9th through the 11th, EGSA Members will converge on the birthplace of Harley Davidson and the home of the Brewers to join on-site power colleagues for the 47th Annual EGSA Fall Technical and Marketing Conference at the Hyatt Regency in downtown Milwaukee.

The theme choice was really a no-brainer! The EGSA Communications & Conventions Committee chose "Brewing a Better Business" with a tip of the hat to the City's brewing history and with this in mind, from the Conference speakers to the local entertainment, EGSA will be all things Milwaukee in September!

The BEST Place to Be for On-Site Power Professionals!

The educational program is being finalized at press time, however we can divulge that not only have we engaged some great "hired guns" to present on topics that speak to our Conference theme, but we can also reveal that we also have speakers from Generac, Kohler, Cummins and Ring Power Corporation to round out the rest of the speaker program. This line-up is not to be missed!

"Our Members are going to want to stay glued to their seats for the educational sessions, that's all I want to say at this time," reports Ed Murphy, 2012 EGSA Secretary-Treasurer, Communications & Conventions Committee Chair and President of Power Search, Inc. "From the speaker line up to the cost-effective room rates that EGSA staff has secured with the Hyatt (Early Bird is $164.00, plus applicable taxes), the 2012 EGSA Fall Marketing & Technical Conference will be one for the books."

After the educational experience, networking is a top priority at EGSA events and this Conference is no exception! In addition to the ever-popular golf and fishing tournaments sponsored by our title sponsors Doosan (golf) and HOTSTART (fishing), we will be also offering a third networking option for under $100 affectionately dubbed the "Schlemiel Schlimazel Tour of Milwaukee."

Spend your afternoon networking with fellow EGSA Members as we participate in a private neighborhood walking food tour that includes stops along the way to taste the local fare. After the progressive meal, a course at each stop, attendees can choose to complete the tour with either a beer tasting or a 1 ½ hour historical kayak tour of the Milwaukee River.

Also new for Fall, we have a sponsor for our Closing Reception! ASCO has graciously agreed to add some "Umph" to an already great closing reception on Tuesday evening. You won't want to miss this final opportunity to get together with your peers, see who won the fishing and golfing tournaments and conclude the Conference.

Need a place to meet? The Exhibitor Showcase is also expected to be a big draw in Milwaukee! A tabletop display in the Exhibitor Showcase provides Members with a place to conduct business throughout the event. Place your product offerings in front of your peers at a great return on investment by signing up for one now! The cost of a tabletop is $345. Visit *www.egsa.org/fall* to secure your location as these tabletops are sold on a first-come, first-serve basis.

Find Your EGSA Passion… Attend a Committee Meeting!

Networking and education are significant components of EGSA's value to our Members, but if your interests lie in shaping the direction of the Industry, one of the most effective ways is to become a regular at one of our Committee Meetings! Where do your interests lie? From Market Trends to Codes and Standards, EGSA has a Committee that will welcome your input.

Strength in Numbers… Make Your First EGSA Event this EGSA Event!

For those EGSA Members who have never joined us for an EGSA Convention or Conference, there could not be a better time to join in! Our 2012 EGSA President, Michael Pope has requested that our Members join us in Milwaukee as they did in Austin this spring and beat the goals broken in March. "We had 51 first timers and 13 new Members in Austin, which represented a total of 64 people who came to Austin having never attended one of our events. The real value of membership is right here, waiting to be investigated! We hope you will join us."

We challenge you with finding a good objection not to be there in September! No matter what your hot button…Value, Price Point, a Who's Who from the Industry, the Conference's geographically-centralized location, now more than ever, our Members can come together for the good of the Association and the Industry. We hope you can make it! ■

Keynote Speaker
Ross Shafer
Professional Speaker

Success Is Your Own Fault

Nobody appreciates the ongoing value of personal accountability like Ross Shafer. Ross has been called a serial re-inventor. He has owned retail stores and service companies. He's been a nationally recognized stand-up comedian. Ross has won (6) Emmy awards for his work as a TV host, producer, and writer. Then, when this lifelong entrepreneur turned his energies toward identifying why organizations succeed (or fail) Ross wrote and produced (14) human Resource films on leadership, customer service, and motivation. Oh, and there are his (5) top-ranked business books. (Nobody Moved Your Cheese, The Customer Shouts Back, Are You Relevant?, Grab More Market Share, and Customer Empathy)

Because of his diverse background and deep knowledge on these subjects, Ross is in high demand as a keynote speaker/consultant for hundreds of Fortune 1000 companies; companies that span every possible industry.

In this program you will learn why it's critical to take full responsibility for creating both your personal and your professional success. Blaming outside influences is a useless exercise. Burying your head in the sand while your industry evolves is career suicide. The best performers have a way of finding wild success despite intense competition, a sputtering global economy, world-changing innovations, and/or unpredictable manufacturing factors.

REGISTER TODAY!
www.egsa.org/fall

MEET THE SPEAKERS

Brewing a Better Business

Noah Rickun *Professional Speaker*

Noah Rickun, former CEO of Jeffrey Gitomer's TrainOne (the world leader in online, interactive sales training and personal development) is a Milwaukee native, a trusted leader, a proven salesman, a lifelong student, a family man and a passionate messenger, Noah Rickun will present the right combination of tools for brewing a better business!

Under Investment in the U.S. Electric Power Grid: What it Means to You

Aaron Jagdfeld *CEO, Generac Power Systems*

Aaron Jagdfeld has served as Generac's Chief Executive Officer since 2008. He began his career there in 1994 and worked his way up the ranks and was named President in 2007 before becoming Chief Executive Officer. He was one of the Milwaukee Business Journal's "Forty under 40" in 2012 and earned the prestigious Ernst & Young Entrepreneur Of The Year® 2012 Award in the manufacturing category for the Upper Midwest.

Social Responsibility in On-Site Power Generation

Larry Bryce, PE *President, Kohler Power Systems*

As President of Kohler Power Systems, Larry is responsible for strategic direction and business results for business in North America, India, China, Singapore and Kohler marine business worldwide. His expertise includes heavy equipment marketing, business development and manufacturing operations, as well as management of regional and global organizational strategies and long range planning. A registered Professional Engineer, Larry earned his B.S. in Civil Engineering from Oklahoma State University and an MBA from the Kellogg School of Management at Northwestern University.

Critical Protection: Data Center Case Study

Jim O'Rourke, *Director of Power Generation Sales, Cummins Power Generation*

Jim O'Rourke is a sales professional with 30 years experience in the power generation industry. Most of his career has been spent in the Cummins family, starting in 1978 with Onan Corporation, continuing through its acquisition by Cummins, Inc., in 1986. Jim spent three years as Vice President of Sales and Marketing at Horton, Inc., prior to rejoining the On-Site Power Generation Industry in 2002.

Using Rental Generators in Nuclear Power Plants for Thermo Vision (Loop) Testing

Brad Norburg *Rental Sales Account Manager, Ring Power Corp.*

Brad Norburg joined Ring Power in 2008 as a National Fleet Manager for their Entertainment Division. In just three short years, he transitioned into the SE Regional Manager for Entertainment Services. As a Regional Manager, he was responsible for job execution, labor and equipment as well as maximum job profitability throughout the southeastern United States. In 2011, Brad transferred to the Industrial Division and currently works with local hospitals, contractors and power plants providing power and temperature control solutions, throughout his territory. Brad is also a Master Electrician.

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EGSA Photo Contest

Have You Been Framed? EGSA Wants to Share It!

We're heading to Generator Country *(aka: Milwaukee, WI)* for EGSA's Fall Conference in September. Wouldn't it be nice to have your firm recognized in pictures?

EGSA & *Powerline* Magazine are hosting a Photography Contest for our Members!

In order to level the playing field, Manufacturers, Distributor Dealers and Associate Members will make photo submissions in three separate categories!

What's in for you?

Play along, get free exposure for your brand! There will be three winners in each category, decided on September 9, 2012 in Milwaukee by our panel of judges.

How About the Framed Part?

The submissions will be framed and exhibited during the Exhibitor Showcase on Monday and Tuesday at the 2012 Fall Marketing & Technical Conference in Milwaukee.

Photo Contest Categories *(1st - 3rd Prizes to be awarded in each category)*

Manufacturers – "Most Challenging Installation" Photo
Distributor/Dealers – "Champions of Service" Photo
Associate Members – "Most Industry-Specific" Photo

Photo Contest Prizes

First Place: EGSA will donate $500 to the charity of your firm's choice!

Second Place: $100 gift certificate for "Safe House" Restaurant & Bar.

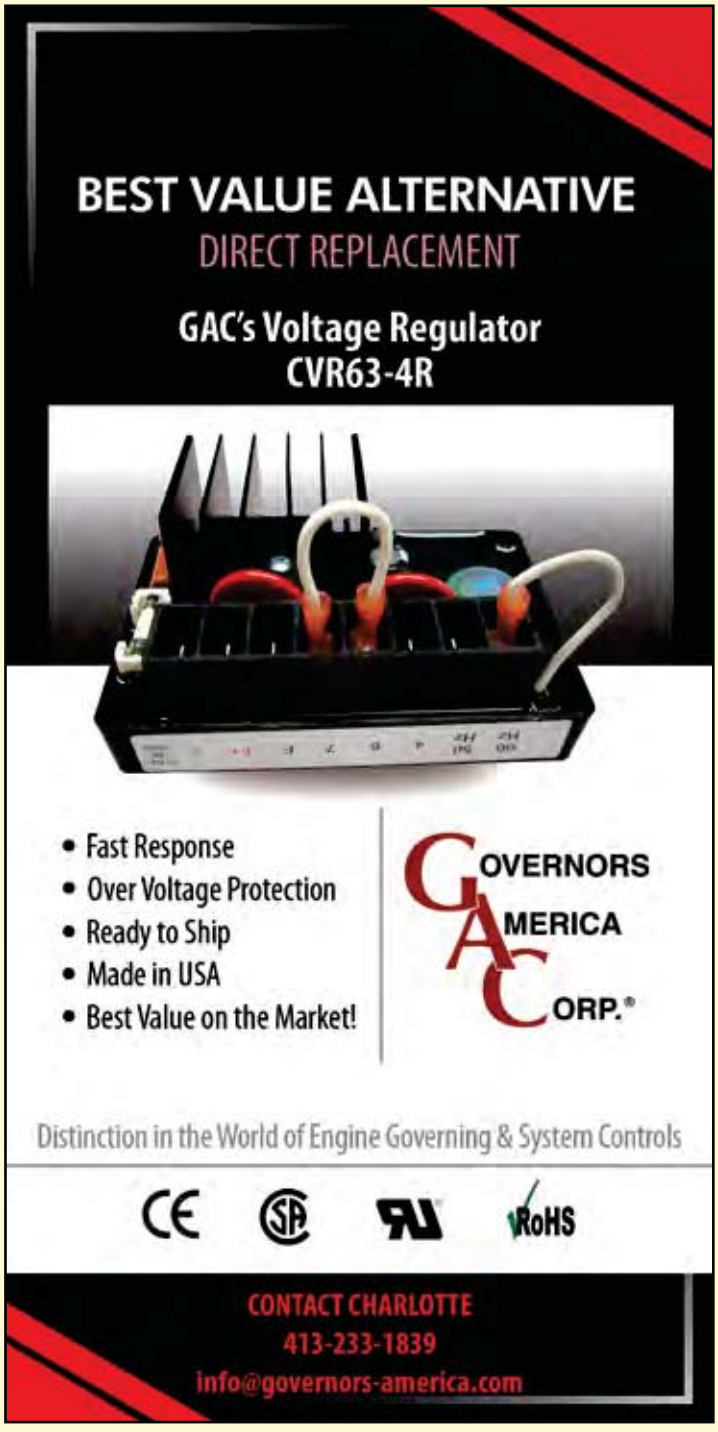
Third Place Winners: $50 in EGSA Bucks.

How do I submit my photos?

Email your photos to *e-mail@egsa.org* by August 27th and include the words "Photo Contest" in the subject line.

The Fine Print

Photos should be provided at a minimum of 4" x 6" at 300 dpi in .jpg format. Please let EGSA know if you will allow your photo submission to be used in future EGSA materials. Include the original photo credit information. It is preferable that the photos have not been published prior to the contest.



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Six Reasons to Choose a Permanently Installed Residential Standby Generator

Chad Boutet, Residential Marketing Manager, Cummins Power Generation

Power outages are a fact of life these days, and many people are thinking more seriously about getting a standby generator to protect their homes and families. There are two ways to go: portable or permanently installed. Portables are cheaper, but that advantage is outweighed by several advantages offered by a permanently installed generator.

Fully Automated

When you have a residential standby power system installed, it is fully automated; you don't have to do anything when a power outage strikes. In a matter of seconds lights, AC, fridge, microwave — all the appliances that you decided in advance to power — will be back on. What's more, some models can send you an email telling you that power was lost, that the generator came on to power your loads, and that it shut down when utility power was restored. In addition, some models allow you to check on their condition via the Internet. Such email and web-based communications are especially helpful if the homeowners are out of town and want to know what is happening with their power and generator.

With a portable, you may be grabbing a flashlight to search the garage for the generator, fuel and a heavy-duty extension cord. The project of getting power back on has just begun.

Quiet

Well-made residential generators are so quiet, you can converse with others while standing next to it. The most expensive portable generators are almost as quiet, but some of the cheaper ones can wake the dead. The neighbors will probably know when a portable is running and they may not be happy.

Incidentally, reading a data sheet listing decibels is one thing; actually hearing the difference in noise levels of generators is quite another. Try to give your ears a live comparison test.

Fuel Convenience

Installed generators can run on natural gas if the home already uses it for heating; even a severe storm won't disrupt the indefinite supply of natural gas delivered through underground pipelines. Otherwise, a residential generator can run on LP gas, which is usually stored in large tanks sufficient to last a week or more, longer than almost all power outages.

A portable generator, on the other hand, usually runs on gasoline, and its small tank needs to be refilled frequently. That means you need to have some fresh or stabilized gas on hand; old, non-stabilized gas can damage the generator's engine.

Reliability

Permanent generators typically have a regular exercise schedule; every week or month, say, they are programmed to turn on and run for 15 minutes or so, to make sure everything is in proper working order. If there is a problem, it will most likely be detected during these exercise cycles.

On the other hand, only the most dedicated and organized homeowners regularly test their portable generators. Most folks forget about the generator until it is needed. If the generator does not function when there is a power outage, good luck finding a similar model still on the shelves at the local home or hardware store.

Safety

Portable generators were not designed to power a houseful of appliances, and they can pose safety hazards if homeowners are not knowledgeable about power. First, you have to select the proper voltage for the appliances to be powered. You also have to remember to disconnect utility power after a power outage.

Permanently installed generators do not pose these safety hazards; they are professionally installed by electrical contractors, who size the loads and prewire the connections properly. And the automatic transfer switch that is part of the system senses when utility power is unavailable or unstable, switches to the generator while disconnecting utility power, and then switches back to the utility when power is available again—all automatically and safely.

Warranty and Product Life

Most portable generators have one, two or three-year warranties and an expected product life of several years. Most permanently installed generators carry a five-year warranty, and the better-quality ones have an expected lifespan of 20 years or more. So if you consider the total cost of ownership, one permanently installed generator can easily outlast two or perhaps even three portables, making the permanent models quite cost-competitive.

There are many good reasons to protect homes and families with a generator. There are even more good reasons to choose a permanently installed model. ■

About the Author

Chad Boutet is Residential Marketing Manager at Cummins Onan. Chad is responsible for developing and executing the marketing for the Residential Home Stand-by business, monitoring trends and identifying opportunities in the residential market, tailoring existing products and introducing new ones to better meet customers' needs.

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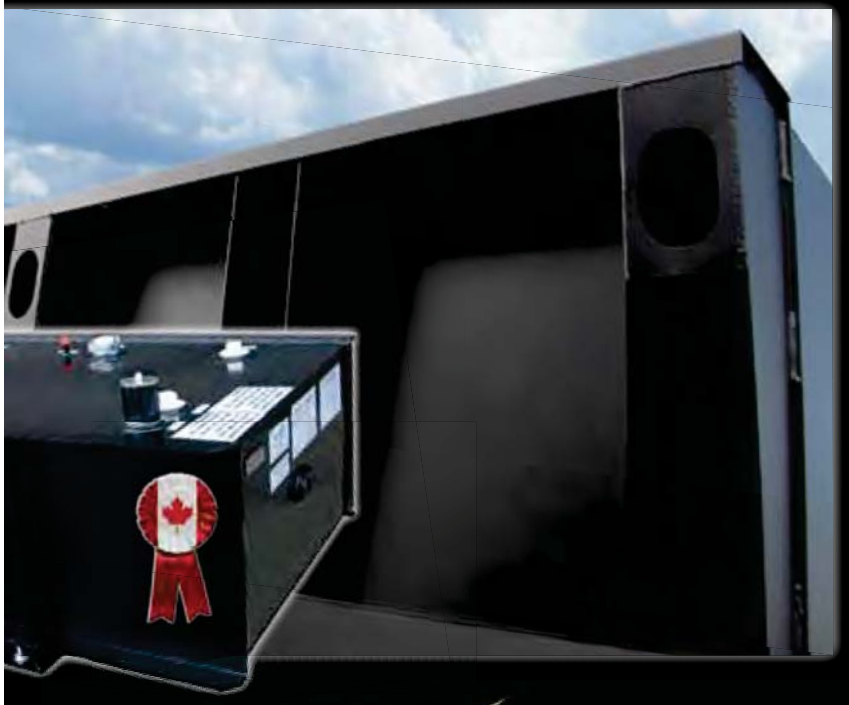

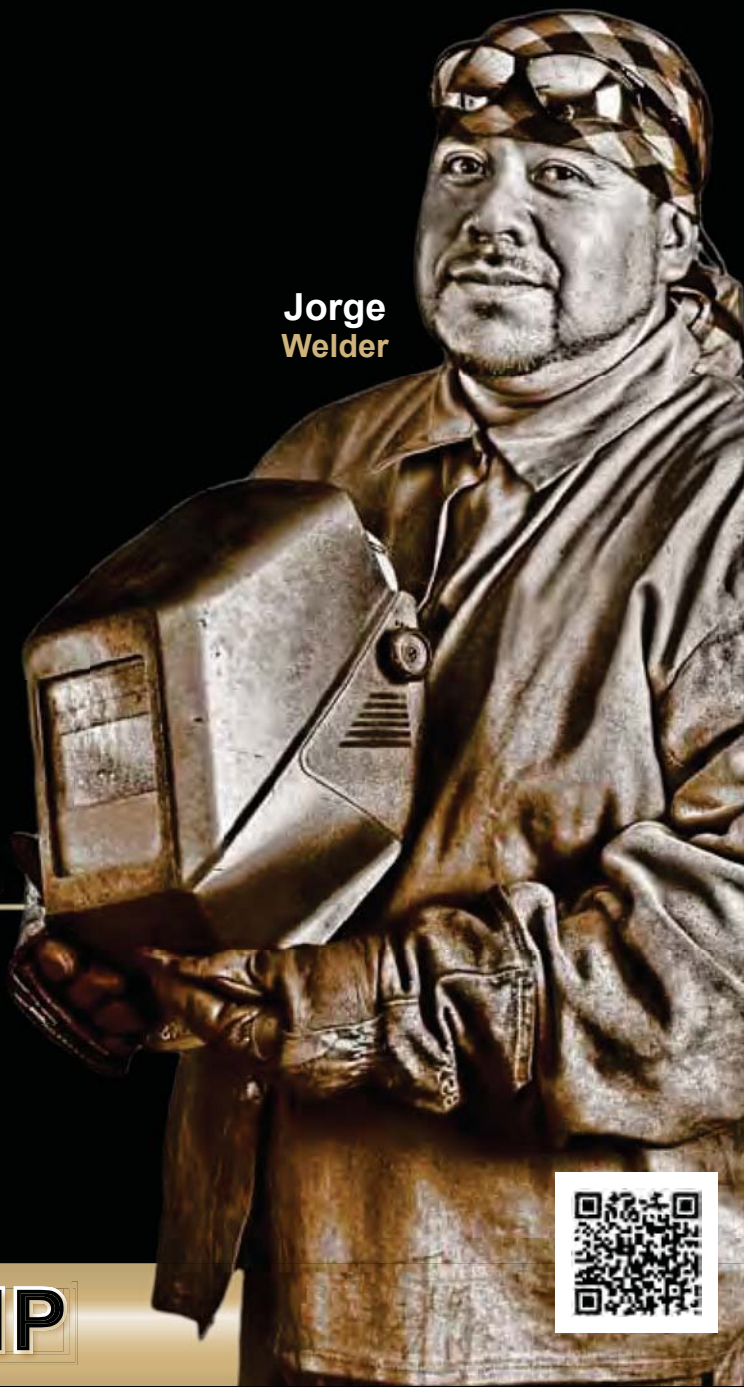

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Application for Membership

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Under the leadership of its Board of Directors and operating through its various committees and staff, EGSA strives to educate, provide networking opportunities and share relevant knowledge and trends with industry professionals including manufacturers, distributor/dealers, engineers, manufacturer representatives, contractor/integrators and others serving On-Site Power consumers.

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Phone _____ FAX _____

Official Representative _____ Title _____

Representative's E-Mail _____ Company's Web Address _____

How did you hear about EGSA? ❑ Web site ❑ *Powerline* magazine ❑ Colleague ❑ POWER-GEN ❑ Other _____

Why are you joining EGSA? ❑ Certification Program ❑ CEU Program ❑ Power Schools ❑ Buying Guide Listing ❑ Other _____

2. Member Classification

Read the Membership classifications below and check the box that describes your firm's classification.

I. FULL MEMBERSHIP

❑ MF **Manufacturer Membership**
Any individual, sole proprietor, partnership or corporation seeking membership must apply for a Full Membership as a manufacturer if they meet one or more of the following criteria:
1. They manufacture prime movers for power generation.
2. They manufacture generators or other power conversion devices producing electricity.
3. They manufacture switchgear or electrical control devices.
4. They manufacture or assemble generator sets, UPS systems, solar power, hydropower, geothermal, or any other power production or conversion system including related components or accessories for national or regional distribution.
5. They are a wholly owned subsidiary of a firm that qualifies under rules one through four.

❑ DD **Distributor/Dealer Membership**
Any individual, sole proprietor, partnership or corporation actively engaged as a distributor or dealer for products listed under Manufacturer Membership may apply for Full Membership as a Distributor/Dealer. If an organization qualifies under Manufacturer Membership, it is not qualified under this section.

❑ CI **Contractor/Integrator Membership**
Any individual, sole proprietor, partnership or corporation actively engaged as a Contractor or Equipment Integrator of products listed under Manufacturer Membership, not bound by brand, geographic territory or contractually obligated as a Distributor/Dealer of a specific product. These firms typically purchase products from a Distributor/Dealer, Manufacturer or Retailer, adding value through installation, product knowledge, relationships, unique services, etc., and then re-sell the resulting product to an end-user.

❑ MR **Manufacturer's Representative Membership**
Any individual, sole proprietor, partnership or corporation actively engaged in the representation of products listed under Manufacturer Membership may apply for Full Membership as a Manufacturer's Representative. If an organization qualifies under Manufacturer Membership, it is not qualified under this section.

❑ EM **Energy Management Company Membership**
Any individual, sole proprietor, partnership or corporation engaged in energy management, including Energy Service Companies (ESCOs), Independent Power Producers (IPPs), Integrators, Aggregators, and other similar enterprises may apply for Full Membership as an Energy Management Company.

❑ **Associate Full Membership** *(mark appropriate category at right)*
Any individual, sole proprietor, academic institution, student, partnership or corporation meeting the requirements of Associate Regular Membership may apply for Full Membership at their option to enjoy the privileges of Full Membership, including the rights to vote and to serve on EGSA's Board of Directors. Initiation fees and annual dues will be assessed at the existing non-manufacturer Full Member rates.

II. ASSOCIATE REGULAR MEMBERSHIP

❑ AA **Trade Publication Membership**
Any trade publication dealing with the electrical generating systems industry or its suppliers may apply for Associate Membership–Trade Publications.

❑ AB **Trade Association Membership**
Any trade association made up of individual or company members sharing a common interest in the electrical generating systems industry may apply for Associate Membership–Allied Associations.

❑ AC **Engineer Membership**
Any consulting or specifying engineer may apply for Associate Membership–Engineer. Membership may either be held in the employer's name or individual's name under this classification. Individuals whose employer qualify as a Full Member, as described in the Full Membership section, do not qualify for this category.

❑ AD **End-User Membership**
Any individual employee of a company who owns or operates electrical generating equipment and/or related switchgear or components, whose responsibility to his employer includes planning, design, installation, supervision, or service of such equipment may apply for Associate Membership–User. Membership may either be held in the employer's name or individual's name under this classification. Individuals whose employer qualify as a Full Member, as described in the Full Membership section, do not qualify for this category.

❑ AE **Service Membership**
Any individual, organization or academic institution that offers services such as research, testing or repair to the electrical generating systems industry may apply for Associate Membership–Services. Membership may either be held in the individual's name or the organization's name under this classification. Individual companies whose employer or parent organization qualifies as a Full Member, as described in the Full Membership section, do not qualify for this category.

❑ AG **Educational Institution Membership**
Any postsecondary vocational-technical school or college offering on-site power generation-related instruction may apply for Associate Membership–Education Institution.

❑ AR **Retiree Membership**
Any individual who retires from a member company may apply for Associate Membership–Retired. This classification does not apply to any individual who is employed more than 20 hours per week.

❑ AF **Student Membership**
Any individual currently enrolled at an academic institution may apply for Associate Membership–Student.

Dues Schedule (Use for Section 3)

	Annual Dues	Initiation Fee	TOTAL
Manufacturer	$825	$200	$1025
Distributor/Dealer	$285	$100	$385
Contractor/Integrator	$285	$100	$385
Manufacturer's Representative	$285	$100	$385
Full Associate Member	$285	$100	$385
Energy Management Company	$200	$100	$300
Regular Associate Member	$200	$100	$300
Retiree Member	*Complimentary*	$0	$0
Student Member	*Complimentary*	$0	$0

NOTE: A FULL 12-MONTH DUES PAYMENT MUST BE RECEIVED WITH THIS APPLICATION. The Association's Membership Year is January 1 through December 31. Dues payments that extend beyond the first Membership Year will be applied to the second year's dues.

FULL PAYMENT MUST BE RECEIVED WITH APPLICATION.

3. Membership Dues (Please fill in the appropriate TOTAL amount from the above dues schedule.)

Membership Dues $_____

Membership Plaque (optional)** $ 49.95**

On-Site Power Reference Book (optional)** $ 125.00**

Florida Residents: Add 6% Sales Tax to ** items $_____

*Continental US Residents add $5 shipping/handing to**items.* $_____
Non Continental US Residents should call EGSA
*Headquarters for shipping charges for **items.* **TOTAL** $_____

4. Payment Method (Payable in US$ drawn on U.S. bank, U.S. Money Order, or American Express)

Check #_____ Amount Due $ _____

Money Order

Mastercard Visa American Express

Card # _____ Exp. Date _____

Signature: _____

Print Name: _____

5. Products/Services

Please describe the nature of your business (50 words or less, NOT ALL CAPS). If you are a Manufacturer's Representative or Distributor/Dealer, please indicate which manufacturers you represent and/or distribute for; if you are a student, please provide the name and location of your school, your major and your anticipated graduation date:

_____

_____

_____

_____

_____

_____

Do you buy AND sell equipment? Yes No Do you manufacture packaged equipment? Yes No

Available Codes:

01 ---Batteries/Battery Chargers
02 ---Control/Annunciator Systems
29 ---Education
30 ---Emission Control Equipment
04 ---Enclosures, Generator Set
05 ---Engines, Diesel or Gas
06 ---Engines, Gas Turbine
07 ---Engine Starters/Starting Aids
08 ---Filters, Lube Oil, Fuel or Air
28 ---Fuel Cells
03 ---Fuel Tanks and Fuel Storage Systems
09 ---Generator Laminations
10 ---Generator Sets
11 ---Generators/Alternators
12 ---Governors
13 ---Heat Recovery Systems
14 ---Instruments and controls, including meters, gauges, relays, contactors, or switches
15 ---Load Banks
16 ---Motor Generator Sets
17 ---Radiator/Heat Exchangers
18 ---Relays, Protective or Synchronizing
19 ---Silencers/Exhaust Systems/Noise Abatement
20 ---Solenoids
21 ---Switchgear and Transfer Switches (Automatic or Manual), Bypass Isolation Switches, and/or Switchgear Panels
22 ---Trailers, Generator Set
23 ---Transformers
24 ---Uninterruptible Power Supplies
25 ---Vibration Isolators
26 ---Voltage Regulators
27 ---Wiring Devices or Receptacles

Enter codes here:

Products sold: _____

_____

Products rented: _____

_____

Products serviced: _____

_____

6. Sponsor(s)

: A"Sponsor" is an EGSA Member who interested you in filling out this application. It is not mandatory that you have a sponsor for the Board to act favorably on this application; however, if a Member recommended that you consider membership, we request that individual's name and company name for our records.

Sponsor Name _____Company Name _____

7. Official Representative's Authorization

Signature _____Date _____

NEW EGSA MEMBERS

MF=Manufacturer DD=Distributor/Dealer CI=Contractor/Integrator MR=Manufacturers Rep
EM=Energy Management Co. AA=Trade Publication AB=Trade Association AC=Engineer
AD=End-User AE=Service AG=Educational Institution AR=Retiree AF=Student

AeriNOx, Inc. . . . . . MF
Boulder, CO
Michael Readey, Managing Director
AeriNOx is an environmental engineering company supplying reliable and durable emissions control products, services and maintenance solutions to the North American stationary diesel, natural gas, boiler and industrial process markets. Our focus is the reduction of NOx and other regulated emissions through a comprehensive systems approach based on SCR technology.

Aid Electric Corporation CI
Blaine, MN
Brian Kovar, Owner
Electrical contracting firm installing/selling and servicing generators and transfer switches.

America's Best Service, Inc. CI
Bladensburg, MD
Steve Long, Critical Power Systems Manager
Electrical Contractor - Install, repair and service generators.

Ascot International SRL . . . . . MF
Gela - CL, Italy
Sig. Luigi Greca, President
Ascot operates internationally in the power energy sector on the production of customized diesel generating sets & power plant: diesel generating sets ranging from 10 to 1000 kVa low & medium voltage generating sets ranging from 500 to 500 kVa independent fixed or mobile power modules ranging from 1 to 3 MVA modular diesel power plant up to 3 MVA.

Innovation Energies . . . . . MF
Morrisville, NC
Wayne Hartmann, VP, Marketing
Innovation Energies designs, manufactures and provides service for LV and MV Switchgear, Controls, SCADA Systems, Engine Gensets, CHP Systems, Mobile Gensets, Switchgear and Genset Enclosures, Energy Storage and Microgrids. We are design/build and spec/build specialists, with 1000s of systems innovated and providing energy.

JD Repair Services Corp. . . . . . DD
Trujillo Alto, Puerto Rico
Joseph DeFelice, President
Generator repair, transformer installation. CAT.

KLO Consulting, LLC. . . . . . AE
Karen Olsen, President/Owner
Medical equipment service and repair. Including back-up power systems, testing battery power and fuel powered generators which is an integral part of medical facilities.

Long Island Emergency Power CI
Victorville, CA
Deer Park, NY
Michael Towers, President
Generator sales, design, installation and service, maintenance and repair for residential and commercial applications in the Long Island, New York area.

Master Service Mid-Atlantic CI
Elkins,WV
Patrick Smith, President
We install and service generators. We deal primarily with commercial generators. We also perform other electrical work on commercial jobs.

Northside Power & Electric . . . . . DD
Benton, AR
Greg Nalley, Owner
Generator Dealer for Generac Residential, Commercial products. Generator Dealer for Briggs & Stratton. Generator Dealer for Honda portable products.

Pacific Technical Electric Services . . . . . AE
San Diego, CA
Michael LeClair, Owner
Service, Repairs, Retrofits and upgrades to engine/generator controls, switchgear, protection systems. Laser alignment and vibration analysis. Commissioning and startup support.

Propace Ingenieria S.D. . . . . . DD
San Jose, Costa Rica
Estebau Alvarez Quevedo, Electrical Engineer
We are a Dealer of ComAp, Broadcrown Gensets and we assemble our Automatic Transfer Switches (our brand is ENERGY PRO). We sell AVR's, governors, and genset spares.

Suncoast Power Solutions . . . . . DD
Tampa, FL
Nick Drossos, V.P. Sales & Services
We specialize in Industrial, Commercial, & Residential sales & service of automatic standby and portable generators, photovoltaic (solar energy) & wind energy. We provide complete sales, installation, repairs, and warranty services for all makes and models by licensed electricians & factory trained techs. Generac, Kohler, Cummins, Cat, PowerTech, Honda, GE/Briggs & Stratton, Winco & Baldor - to name a few.

Michael Berst . . . . . AF
APO, AP

Christian DeStefano . . . . . AF
Omaha, NE

Michael Gottuso. . . . . . AF
Omaha, NE

Zach Hoock . . . . . AF
Omaha, NE

Josh Stuart . . . . . AF
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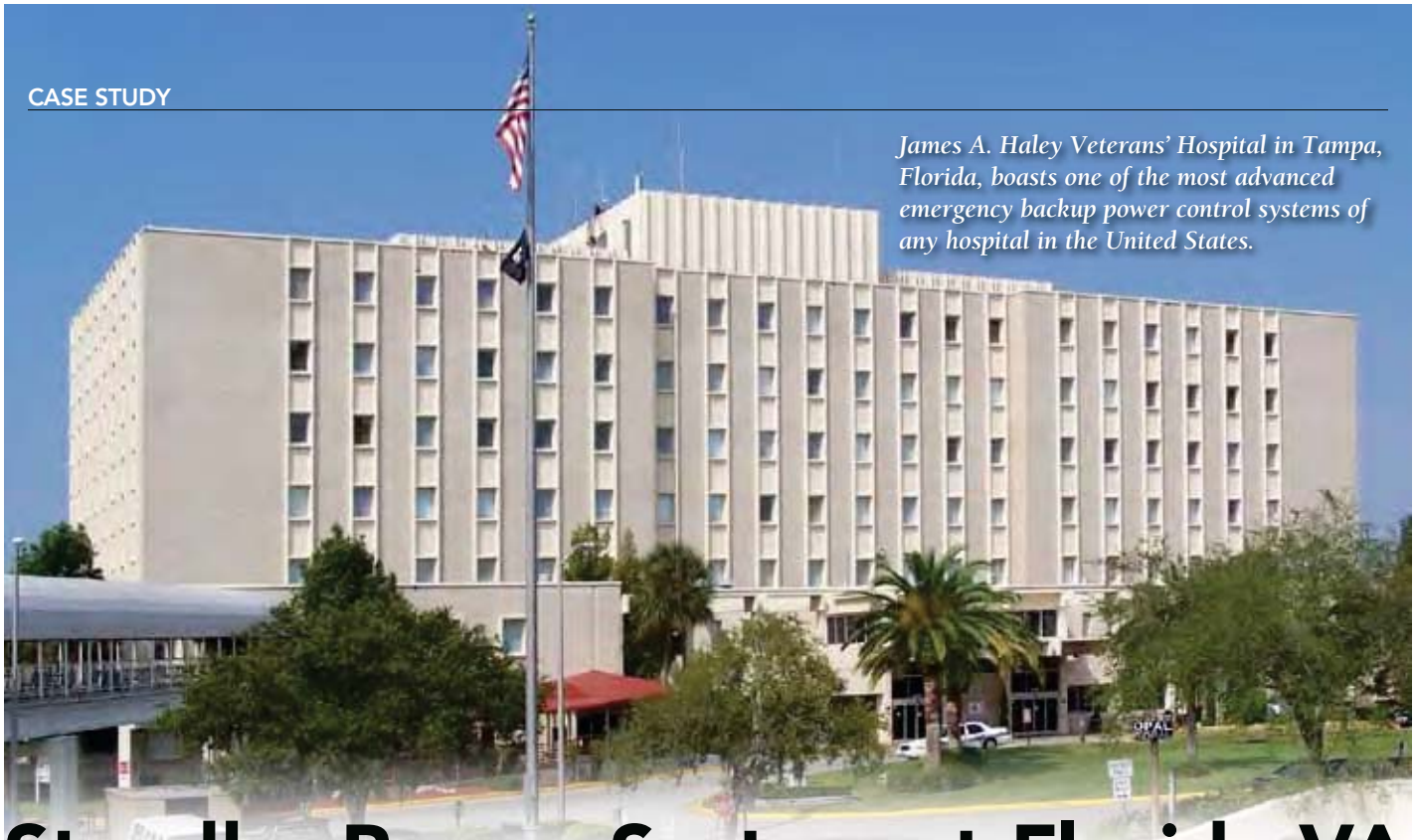

James A. Haley Veterans' Hospital in Tampa, Florida, boasts one of the most advanced emergency backup power control systems of any hospital in the United States.

Standby Power System at Florida VA Hospital Covers All Electrical Loads

Few if any hospitals have a better power system than the James A. Haley Veterans' Hospital in Tampa, FL, thanks to its recently renovated power plant. Completed at a cost of $47 million, it includes a Russelectric Supervisory Control & Data Acquisition (SCADA) and a backup system capable of covering all electrical loads for 120 hours (without refueling) in the event of an outage.

A teaching hospital affiliated with the adjacent University of South Florida College of Medicine, Haley Hospital provides a full range of patient services with state-of-the-art technology and research. It has 548 beds, plus another 118 beds in an on-site long-term care and rehabilitation facility — the Haley's Cove Community Living Center. The busiest of four U.S. Veterans Administration (VA) polytrauma facilities in the nation, Haley serves a four-county area in which it also runs four outpatient clinics.

After Hurricane Katrina hit New Orleans in 2005, the VA called for bids to upgrade emergency/backup power systems at VA hospitals in hurricane zones — upgrades that could ensure continuous air conditioning, not just the operation of life-safety and other critical equipment.

For Haley Hospital, the winning bid for power control switchgear, transfer switches, and SCADA was from Russelectric, based in Hingham, Massachusetts. Russelectric designs, builds, commissions, and services on-site power control systems for hospitals, data centers, Internet service providers, airports, and other mission-critical facilities. Systems can provide sophisticated control functions such as emergency/standby power, peak shaving, load curtailment, utility paralleling, cogeneration, and prime power. All Russelectric systems are supported by the company's factory-direct, 24-hour field service.

Extra Layer of Confidence

The hospital's administration is pleased with the new power system, which provides many more capabilities than the previous system. Although there has not been an unexpected utility outage since the system became fully operational in May 2010, Byron Taylor, the hospital's Lead Power Plant Operator, appreciates the extra layer of confidence. At Taylor's side to oversee the system, as they were throughout the planning and installation process, are Engine Technician Kyle Graley and Electrical Shop Supervisor Bill Hagen.

"We've had some storms come through, and it has been really nice because we do not have to worry," says Taylor. "One time, we saw the storms coming and TECO [Tampa Electric Company] asked us to drop off the grid. We fired up our generators, and we operated on our own power for 17 hours, while TECO concentrated on restoring power to its residential customers. That sort of thing has happened several other times for shorter periods, and there has never been a problem."

Hagen particularly appreciates the quality of the power from the backup system.

"We get more blips from TECO than we do from our system," he quips. "It is exceptionally smooth."

The hospital's former backup power system included nine on-site generators, yet it could only cover life-safety loads — 45% of the hospital's total load — in the event of a utility outage.

Hagen has no fond memories for the old system, which he calls "a major headache," least of all for the system's dynamic matrix control.

"We had nothing but problems with it," he recalls. "We never got it to work in parallel. It couldn't even generate a monthly testing report."

In contrast, the new backup system covers everything — every load for nine buildings, 15 trailers that make up an on-campus clinic, and a parking garage — with just seven new 13,200-VAC Caterpillar diesel generators. Supplied by Ring Power, the generators produce 2,200 kW each.

Another improvement is the hospital's renovated fuel system. The former system had a capacity of 22,000 gallons, and the storage tanks were spread out over several locations. Today, a new tank farm has four 12,000-gallon tanks. With another 6,000-gallon tank under each generator, the system has a capacity of 90,000 gallons.

Still more improvements are in the works. As of now, Haley Hospital receives no rebates or preferred rates from Tampa Electric Company and the agreement between the entities does not allow the hospital to feed power back to the grid. But that agreement could change someday. On the roof of a parking garage, the hospital will be installing photovoltaic cells expected to generate another 500 kW of power. Newly installed solar panels in the adjacent parking lot near the long-term care facility (Haley's Cove) will supplement that building's utility feed by up to 500 kW, so the new cells will boost Haley's photoelectric output to a total of 1 MW, enough to illuminate two parking lots. Although feeds from the solar panels are lost when the hospital's generators take over, under everyday conditions the new panels might provide surplus power that would enable the hospital to sell some power back to TECO. A peak-shaving arrangement with the utility is also likely in the near future, according to Taylor.

The Power of Information

Also very important to the power control system upgrade is the new state-of-the-art SCADA system, which includes software and screen displays that Russelectric customized for the hospital's needs. It provides interactive monitoring, real-time and historical trending, distributed networking, alarm management, and comprehensive reports around the clock for every detail of the entire power system, not just for the backup components.

In addition to monitoring power quality, the SCADA system's many functions include continuous monitoring of fuel consumption by each generator and the level of fuel in every tank. With SCADA, an operator can easily monitor and control a facility's entire power system using full-color "point and click" interactive computer-screen displays at the system console. For example, the operator can access and change the system's PLC setpoints, display any of the analog or digital readouts on switchgear front panels, run a system test, or view the alarm history. A dynamic one-line

SCADA screen displaying a one-line diagram of the state-of-the-art power system at James A. Haley Veterans' Hospital, Tampa, FL.

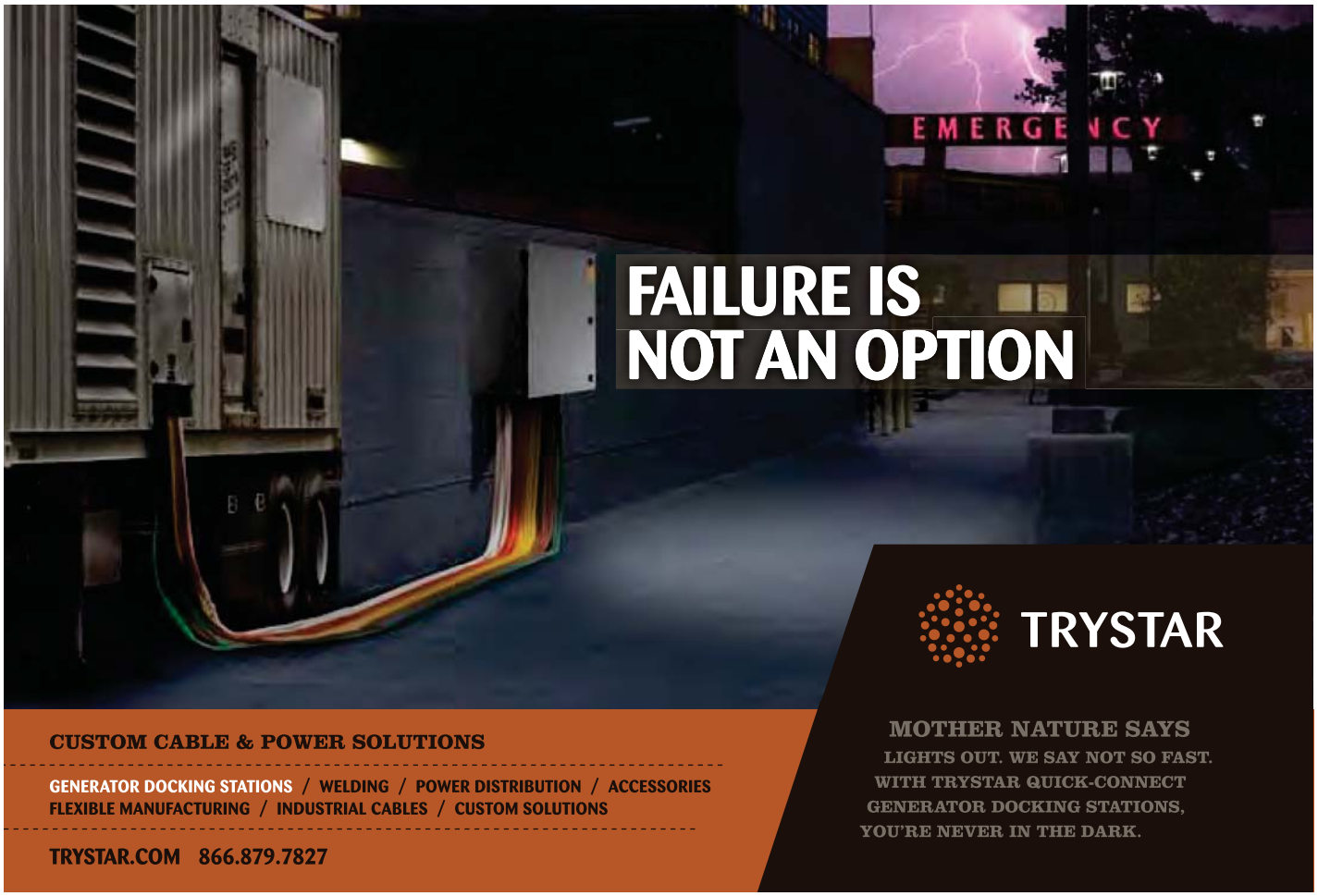
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diagram display uses color to indicate the status of the entire power system, including the positions of all power switching devices. Operating parameters are displayed and updated in real time; flashing lights on the switchgear annunciator panel also flash on the SCADA screen. Event logging, alarm locking, and help screens are standard.

One of two switchgear rooms at Haley Hospital, housing the medium voltage generator/utility switchgear.

"The SCADA is so sensitive that it detects and explains even the slightest anomaly, including those in the utility feed," says Taylor. "A number of times we've called TECO because we saw something happening, and they had no idea they even had a problem yet! The stuff the system does is phenomenal. It gives us more data than we ever need for an average day, but it's tremendous that we have it when we do need it."

One of two panel boards in the control room at Haley Hospital's power plant. The boards include a custom SCADA system that allows remote monitoring and control of all aspects of the hospital's power system and provides extensive information for analysis and planning. Operators normally access the system through desktop workstations.

Freedom to Test the System

In accordance with state and federal regulations, the backup generators are tested every month. Thanks to the new system's capability for closed-transition transfer, the tests inconvenience no one. Because there is no interference with hospital loads, there is no "blip" (power interruption).

The system gives Taylor and Graley the luxury of carrying out the tests in two different ways. They can parallel the output of all seven generators to the utility feed, or they can test one generator at a time, up to its full output, by way of a special 2-MW load bank that has an independent control panel. Testing can be initiated manually or through SCADA.

"It's so much easier now," says Hagen. "We'll never again have to pay a testing firm to come out and test an engine to make sure it meets all the requirements."

Unlike most hospitals, Haley has the luxury of four utility feeds. On a normal day, it draws from two of these (primary) feeds. This means that, except for testing, Haley does not have to start its generators until it loses three or more utility feeds.

With full tanks, Haley Hospital has enough fuel for 120 hours of backup power if utility feeds are lost. The 2-MW load bank in the foreground facilitates testing of generators.

With advance notice from the utility that an outage is likely, Haley's power plant personnel can now parallel the utility feeds with their own generators, then switch to on-site power seamlessly (closed-transition transfer). But if there is an unexpected outage (and when the automatic transfer switches are tested), there will be a "blip" of 1 to 10 seconds, depending on the load. For life-safety and other critical loads, the "blip" is only 1 to 3 seconds. "Blips" for other loads are adjustable; most are set for 8-10 seconds.

Technical Support

Taylor and Hagen worked hand-in-hand with Jim Bourgoin, Russelectric's local Field Service Engineer, for seven months.

"During installation, Jim helped the contractors interpret the design whenever they were puzzled," Hagen says. "Afterwards, he stuck around to help us get things up and running. It took a lot just to understand everything this system can do. I already had a background in this, but it took quite a bit of training to really get up to speed."

Taylor recalls, "There has not been one time when I have called Jim for an alarm or with questions about the system — whether at midnight or later — that he didn't answer the phone and help me... The service he provides is exceptional, and it has been that way since day one. To me, that's worth just as much as the system itself."

Taylor adds that Tom Crider, the local Russelectric sales representative, was also deeply involved throughout the project, answering questions, facilitating the installation and training Taylor's staff.

Onward and Upward

The fact that the system is designed to allow for modifications as the hospital continues to grow has Taylor thinking. "With this new power system, we have seen what is possible," he notes. "It provides us with the information we need to analyze our power usage and consider new possibilities — opportunities we never would have considered before."

For more information, contact: John A. Meuleman, Vice President – Sales & Marketing, Russelectric, 99 Industrial Park Road, Hingham, MA 02043-4387, Toll-Free: 800-225-5250, TEL: (781) 749-6000, FAX: (781) 749-4205, *www.russelectric.com.* ■

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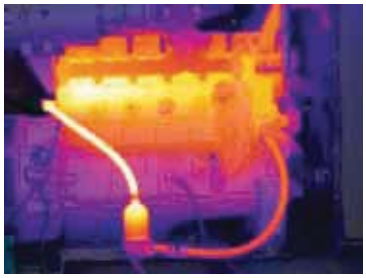
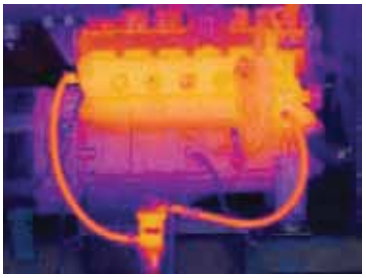


Traditional thermosiphon heater High outlet temperature, extreme temperature gradient.



HOTflow™ heater with integral pump Reduced outlet temperature, uniform engine temperature

HOTSTART, Inc.

Another in Our Series of EGSA Member Company Profiles

HOTSTART, INC. *www.HOTSTART.com*

Established in Spokane, WA as Kimberlin Manufacturing, the company was originally owned and managed by Wayne Kimberlin, a former hospital maintenance worker. Kimberlin bought the original patent for coolant heating from GE and started making gas powered engine heaters in 1938. A few years later, Stanley Power (a print shop owner) joined Kimberlin. Power worked with Kimberlin to develop a unique electric heater for heavy diesel or gas equipment. In 1942, Stanley bought his partner out. The name Kim Hotstart Manufacturing Company was established two years, later in 1944, along with a trademark.

Three Generations of Leadership

Stanley Power maintained his role as General Manager until his death in 1958. His son-in-law, Hube Randall, succeeded Power as President and General Manager until 1988. Randall's nephew, Rick Robinson was CEO from 1988-2011.

A privately held company, HOTSTART depends on the continued vision and support of its shareholders. The owners hold annual family meetings for all shareholders and spouses with an outside facilitator and committees to oversee policies, next generation involvement, community outreach and other issues. There are 13 stockholders (all family members) and six family members hold positions on the Board of Directors.

HOTSTART designs and manufactures engine heating equipment. With a focus on industrial applications, their solutions serve customers across the globe in a range of sectors: from locomotive to standby generator sets, marine to large truck. From design to delivery, HOTSTART's expert team custom engineers products to meet the needs of engine manufacturers and end-users worldwide. As the world changes and customers look at energy use in different ways, they design products with the future in mind.

When any cold engine starts up, it operates with less lubrication than it needs. Engine oil has drained and thickened – the pistons, rings, cylinder walls and hoses all take a beating until the engine warms up to proper operating temperature. HOTSTART engine heating products keep engines "always ready" in the harshest environments, even when they aren't running. By circulating warm coolant through the jackets, hoses and fittings within an engine, lubrication fluids don't thicken up and the engine doesn't have to work as hard on start up or suffer wear and damage caused by lack of lubrication.

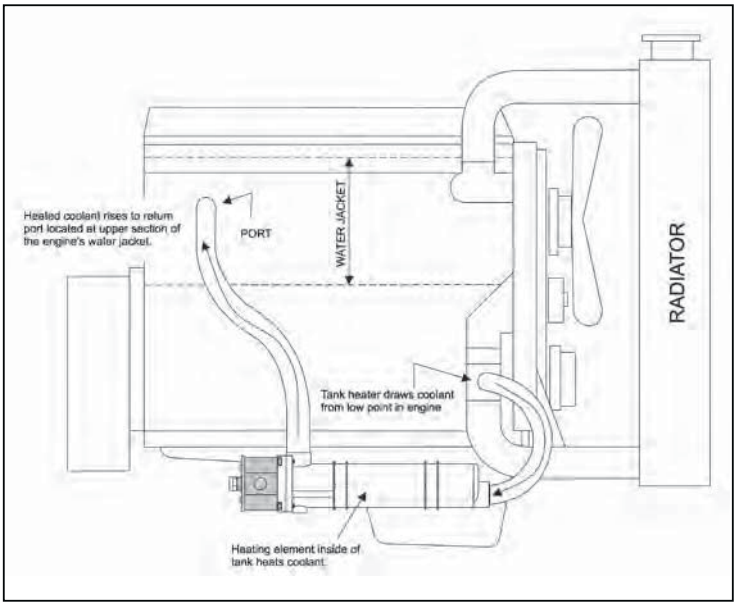
Why engine heating?

Extend engine life by providing easy starts and reduced engine wear. Improve operation by providing instant engine loading and fuel savings. Reduce emissions by significantly reducing start-up emissions and idling.

Developing Energy Efficient Engine Heaters

HOTSTART has a focus on the future and is developing technology for engine heating needs of today and tomorrow. In 2008 HOTSTART engineers began designing a new breed of better, more efficient engine heaters to meet industry demands for energy efficiency and reliability.

Conventional engine preheaters are the external tank-type thermosiphon design. This design features a heating chamber with a thermostatically controlled element and supply and return lines to the engine water jacket. Circulation of the heated coolant occurs by the thermosiphon method. As heated liquid rises out of the heater it is simultaneously replaced by colder liquid from the engine. HOTSTART manufactures more of this type of engine heater than any other item among its vast product line. These heaters can be found on stationary engines ranging in size from 15L to 100L displacement. Many of these engines are used to provide power to commercial standby generators. Thermosiphon heaters require strict adherence to installation guidelines to operate effectively. Proper hose routing and size in addition to the


Heated coolant rises to return port located at upper section of the engine's water jacket.
PORT
WATER JACKET
RADIATOR
Tank heater draws coolant from low point in engine
Heating element inside of tank heats coolant

Basic concept of engine heating using thermosiphon method.

heater mounting location are critical. High preheater outlet temperatures, that can sometimes exceed 200°F (93°C), are needed to effectively create thermosiphon circulation.

HOTSTART has always offered larger engine heaters which include pre-wired pump and motor assemblies to circulate heated coolant through the engine. In order to improve upon its thermosiphon heater line, HOTSTART engineers incorporated a small pump that performed as well as the larger, "forced circulation" heaters. The result of this design is lower electrical usage, reduced outlet temperature and more uniform engine heating.

In conjunction with Spokane-based Avista Corp., HOTSTART has been researching the use of a pumpdriven engine heater versus one without a pump (thermosiphon design) for the last four years. The new, HOTflow™ heater has an energy savings of up to 30 percent because the heat is distributed more equally and thus results in a need for fewer heating cycles to maintain a constant temperature.

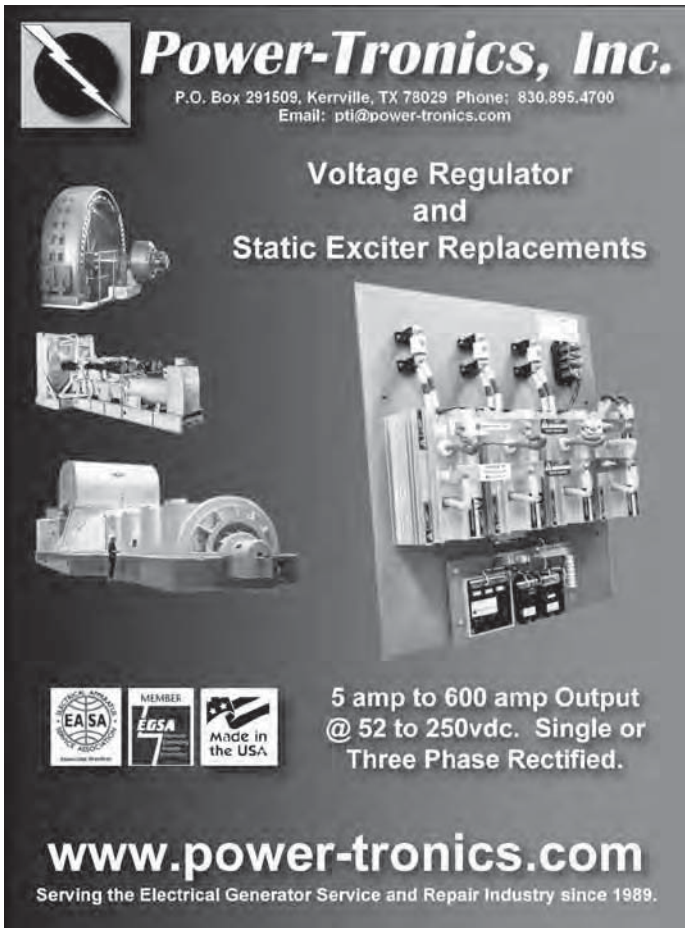
The study of the new product line has resulted in Avista offering a new program to its commercial customers, called the Standby Generator Block Heater Program, to encourage them to implement the new HOTflow™ technology. Through that program, Avista customers who replace their heaters with a HOTflow™ system receive a $400 rebate for each component replaced. Other major north American utilities are catching on and developing similar programs for their commercial customers.

The customer's success drives HOTSTART. Their changing engine heating needs drive the company to be innovative in the research done and the technology developed. Experience gives the company the edge on quality processes and state-of-the-art solutions. Customers look to HOTSTART as partners in solving their engine heating challenges. While maintaining competitive prices, the company's focus is on long-term relationships, not on developing commodity products. HOTSTART's strength is the ability to extract customer input from around the world, process that information through product development channels and build quality products with standards to meet the needs of their customers.

To improve HOTSTART's edge in product research, design and development, in fall 2010 they constructed a 2,000 square-foot addition to the building to hold a state-of-the-art cold room. The facility features two cold rooms which can achieve temperatures to -30F. There are also 4 APU production testing bays which allow them to perform post-production testing on all locomotive auxiliary power units. With one of the cold rooms measuring 30x14 with 16' clearance, HOTSTART can accommodate very large engines and test any size heater they manufacture. The facility is complete with data acquisition cables and variable voltage options.

HOTSTART's manufacturing headquarters are located in Spokane, Washington. The company manufactures and ships products from a modern, 124,000 square-foot facility. HOTSTART has a subsidiary, HOTSTART GmbH in Siegburg, Germany, an Oil & Gas sales office in Houston, Texas and an office in Tokyo, Japan. This overseas expansion reflects the company's growth in export sales. In 2011, export sales accounted for 25% of total sales.

HOTSTART is active in EGSA because of its focus on advancing the professionalism of the on-site power generation industry which is a major market for its products. Involvement in the association also provides opportunity to interact with other manufacturers and distributors in the industry. Many of these companies are current or potential HOTSTART customers and the benefits of contact through the association are obvious. Additionally, the company can, and does, learn a great deal from other EGSA Members who are not involved with the company's products. ■



EGSA JOB BANK

Catalyst Sales

Süd-Chemie

Location: *Needham/MA/U.S.*

Süd-Chemie Inc, a manufacturer of engine exhaust emission control equipment, has an opening for a seasoned sales professional, based in the Boston area. Must have experience in the power generation industry and some basic knowledge of emission control technology. Up to 35% travel required. Excellent benefits and long term prospects.

To apply: *Apply online at http://bit.ly/ygSShv*

Application Deadline: *2012-07-30*

After Market Parts/Service Manager

Magnum Power Products, LLC

Location: *Berlin, WI*

Magnum Power Products has an opportunity for a business development professional to provide leadership to the Parts/Service function to acheive short and long range business development objectives and to improve parts market penetration.

To apply: *For a complete description and to apply, visit www.m-p-llc.com/employment*

Regional Field Service Manager

Magnum Power Products, LLC

Location: *Berlin, WI*

Magnum Power Products, LLC has an opportunity for a Field Service Manager for our Western Region customers. This role will work closely with the Regional Sales Managers to provide technical support, assistance with equipment troubleshooting, and training to ensure customer satisfaction. Up to 80% travel is required, some may be international.

To apply: *For a complete description and to apply, visit www.m-p-llc.com/employment*

Generator Technician

Depco Power Systems

Location: *Houston, TX*

Duties Include: Inspections of our used generator sets Repair generators, control panels, engines, etc. Load test units Candidates need to be experienced and drug free. Our company provides health insurance, profit sharing, paid time off, etc.

To apply: *Email: he@depco.com*

Dealer Channel Manager

Kinsley Power Systems

Location: *East Granby, CT/USA*

Channel Manager oversees the overall business relationship between Dealers amp; KPS by providing leadership, direction, and support to Dealers, Kinsley Mgmt/Sales Mgmt/Ops amp; Marketing to enable/grow dealer sales, in-field execution of a smooth customer buying and ownership experience of Kohler generators.

To apply: *send resume to: sblackman@kinsley-group.com*

Director of Industrial Sales

Kinsley Power Systems

Location: *East Granby, CT/USA*

The Director of Industrial Sales will be a key contributor to the continued growth of Kinsley Power Systems. This high-visibility position requires the successful candidate to create and implement a sales plan to exceed budgeted revenue goals, and manage a staff of inside sales, engineering/project management, and outside sales to achieve more while further embracing the Companyrsquo;s core values.

To apply: send resume to: *sblackman@kinsley-group.com*

EGSA Job Bank Guidelines

EGSA will advertise (free of charge) EGSA Member company job openings in the Job Bank. Free use of the Job Bank is strictly limited to companies advertising for positions available within their own firms. Companies who are not members of EGSA and third-party employment service firms who service our industry may utilize the Job Bank for a $300 fee. Blind box ads using the EGSA Job Bank address are available upon request; company logos may be included for an additional fee. EGSA reserves the right to refuse any advertisement it deems inappropriate to the publication. Please send your classified ad (limited to approximately 50 words) to: EGSA Job Bank, 1650 S. Dixie Hwy, Suite 400, Boca Raton, FL 33432. Or, send it via e-mail it to: *J.Kellough@EGSA.org*

Generator Field Service Technicians

Kinsley Power Systems

Location: *Northeast/Northeast/USA*

Kinsley Power Systems is looking for Generator Field Service Technicians in the Northeast (branches in Albany, Bedford Hills, New York and East Granby, CT) The ideal candidate will have two or more years of previous hands-on service experience working on 8.5kW - 2,500kW generators, including completing preventive maintenance, repairs and service.

To apply: *resume to: sblackman@kinsley-group.com*

National Product Support Manager

Himoinsa Power Systems, Inc.

Location: *Any*

The Product Support Manager will be expected to help drive the company forward by understanding customer's needs and working to provide appropriate and promptly solutions. This can include the provision of equipment and services to customers including technical support. This position will provide technical support of our products.

To apply: *ghyde@hipowersystems.com*

Territory Manager

Western Branch Diesel

Location: *Manassas, VA*

Western Branch Diesel, Inc. This position is for Territory Manager in Northern Va. area. Experienced candidate in the Power Generation Industry with sales or sales engineering background to sell and manage large accounts. Call for additional information.

To apply, please send resume to: *salesposition@wbdiesel.com or 12011 Balls Ford Road Manassas, VA 20109.*

Generator Service Technition

Lightnin Production Rental, Inc.

Location: *Lawrenceville, GA, USA*

Lightnin Production Rental is a well-established Rental Company. We manufacture, repair and rent a variety of equipment designed for use in the television and motion picture industry. Our equipment is sent out to filming locations from coast to coast. Our equipment includes: 500, 1200, 1400 and 1800 amp power generators, and more. Benefits: Medical insurance, Life insurance, Short amp; Long Term Disability, 401(k) retirement, Vacation pay, and a generous number of Paid Holidays.

To apply: email to: *job.p9889@gmail.com*

Service Sales Representative-New England

Powers Generator Service

Location: *New England*

Powers Generator Service is looking for a Service Sales Professional! The successful candidate will be enthusiastic to grow the markets we serve, will be a highly organized relationship builder and continually move the sales process along throughout a 3-9 month sales cycle. They will also reach out to existing clients to evaluate needs and make service recommendations accordingly. No overnight travel required! Competitive compensation plan with 100% paid medical.

To apply: *Qualified Candidates are encouraged to email their resume to: Resume@PowersGenerator.com with "SERVICE SALES" in the subject line. No phone calls please.*

Generator Technician

Electro-Motion, Inc.

Location: *Menlo Park, CA*

We are seeking Generator Technicians who have a holistic focus on Emergency Power Standby Systems. Our comprehensive maintenance programs are based upon the National Fire Protection Association (NFPA) Standard 110, 2010 Edition. Ideal applicants will have the ability to work independently and as a team member; working experience with diesel and natural gas generator sets, as well as automatic transfer switches. EGSA Certified preferred, but not required. Competitive pay, medical, dental, vision, retirement and PTO.

To apply: *Send cover letter and resume as separate Word attachments. Please do not include in the body of your email. Reference SA20120619 in the subject line and email to hr@electromotion.com*

Electrical Engineer - Sales Manager

Carter Machinery Company, Inc.

Location: *Richmond, VA, USA*

Carter Machinery, Virginia's authorized Caterpillar Dealer, has an immediate opening for a Sales Manager with the Power Systems Division at our facility in Richmond, Virginia. This position is responsible for maximizing profitable sales and market share for the sale of gensets, switchgear, power quality products and other ancillary equipment and services. Will oversee assigned personnel's projects and activities to assure compliance with customer expectations. See our website for more detailed job description: www.cartermachinery.com

To apply: *Submit resume to jobs@cartermachinery.com*

Application Deadline: *2012-08-18*

Senior Switchgear Engineer

Industrial Power Systems (IPS)

Location: *Jacksonville, FL USA*

Industrial Power Systems is a leader in providing custom electrical controls, switchgear and innovative new approaches to solutions for industrial and marine applications. You will design and develop custom switchgear utilizing industry standard communication protocols to multiple PLC's, protective relays and 3rd party devices. Requirements: BSEE and 5 years designing switchgear: LV/MV; protection schemes; generator controls; stand-alone, multiple generators operating in parallel on an isolated bus and generators operating in parallel with utility.

To apply: *resumes to: amberb804@gmail.com*

Application Deadline: *2012-08-31*

General Manager - Power Division

Patten Industries

Location: *Elmhurst, IL*

Patten Industries, a Caterpillar Dealer, currently has an opening for a General Manager of our Power Division. The GM is responsible for line operations and strategy of the Division. Advises and directs the course of growth, policies and relations of the company as a whole. Makes recommendations to the Vice President with respect to line functions relating to the company.

To see the full job discription and to apply:
https://home.eease.adp.com/recruit/?id=1535761 EOE

Experienced Salesman

Algae-X

Location: *Fort Myers FL*

Algae-X is looking for an experienced salesman to sell Fuel Maintenance Products. Fuel Filtration, Fuel Transfer Systems Tank Installations, Generator sales experience is required; Candidates must be knowledgeable and have a strong work ethic. Bilingual / Spanish and / or experience with HFO a plus.

To apply: *Please e-mail your resume and compensation requirements if you are serious and ready to become part of our dynamic team. E mail bobmccann@algae-x.net*

Director of Key Accounts

Western Branch Diesel

Location: *Manassas, VA*

Western Branch Diesel, Inc., established in 1946, is looking for an experienced candidate in sales and management of personnel in addition to managing large accounts in the construction industry. Responsibilities include establishing new relationships with large accounts including owners and general contractors to grow Power Generation Division. Track and maintain projects on a nationwide basis. Oversee Key Accounts Managers; participate in trade shows and industry networking functions. Only experienced applicants will be considered.

To apply: *salesposition@wbdiesel.com or 12011 Balls Ford Road Manassas, VA 20109.*

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Highest confidentiality maintained:
customswitchgear@aol.com

Area Sales Manager

Duties:
Tractor & Equipment Co. in Billings, MT is seeking a T&E Power Systems Commercial Sales and Rental Rep. Includes the sales of CAT commercial trucks.

- Responsible for managing the T&E Power Systems personnel.
- Responsible for the overall maintenance and control of the new prime product, rental fleet, used inventory and other equipment and attachments inventory.
- Responsible for the market development and market analysis within our territory.
- Coordinate with the Parts and Service departments to ensure timely and efficient sales and rental execution to achieve superior customer satisfaction.

Qualifications:
Must have some PC skills with MS Office. College degree preferred with 4-5 years industry experience with demonstrated excellence in leadership and execution. Must have proven sales skills, excellent customer service skills and work ethic. Must be able to travel. Must have excellent communication skills. Candidate must be a strong leader with exemplary employee development and coaching skills.

For consideration, please submit resume to:
gkinsfather@tractorandequipment.com

Electrical Power Generator Sales Representative

Duties:
Tractor & Equipment Co. is seeking a Electrical Power Generator Sales Rep. for the Williston ND area.

- Responsible for Caterpillar engine and generator sales and rentals.
- Provide innovative solutions and take care of existing customers.
- Identify new markets and opportunities in the territory.

Qualifications:
Must have some PC skills with MS Office. General equipment and office knowledge with applicable industry and/or sales knowledge. Must have excellent interpersonal skills and be self motivated, good communication skills and have the ability to work well with others in a fast paced team environment. A valid state drivers license is required.

For consideration, please submit resume to:
lford@tractorandequipment.com

TRACTOR & EQUIPMENT CO. CAT

Ring Power® Celebrates 50 Years as Full-Line Caterpillar® Dealer

Ring Power Corporation is proud to announce their 50-year, golden anniversary as a Caterpillar dealership. In 1961, L.C. Ringhaver, the owner of the world's largest shrimp boat manufacturer, Diesel Engine Sales, Inc. (DESCO), acquired the Caterpillar engine dealership rights from Jacksonville-based Gibbs Corporation. Originally established in St. Augustine, Fla., Ring Power Corp. was founded to sell and service Cat® marine engines to Northeast Florida's thriving shrimp trawler industry.

For the next 14 years, L.C. Ringhaver, until his passing in 1976, successfully developed the North Florida Caterpillar dealership, Ring Power Corporation. Upon his death, his eldest son, Lance Ringhaver, assumed leadership of the company until the acquisition of the Central Florida Caterpillar dealership, Rozier Machinery, 10 years later.

In 1986, Caterpillar awarded the Central Florida dealership rights to the Ringhavers. Lance Ringhaver moved to Tampa, FL to start a new dealership, Ringhaver Equipment Company, while Randy Ringhaver took leadership of Ring Power Corporation in Jacksonville. For nearly two decades, both Cat dealerships continued to flourish, taking on new business opportunities and products such as an expanded power systems line, rental equipment operations, forklifts, cranes, air compressors and utility equipment, all backed by parts and product support.

Randy Ringhaver

In 2004, Ringhaver Equipment Company and Ring Power Corporation officially merged into one consolidated company with Randy Ringhaver as Chairman and President of the new Ring Power Corporation. The combined Cat dealership territory now consists of 44 counties throughout North and Central Florida.

This month Ring Power Corp. celebrates 50 years as a full-line dealer of Caterpillar earthmoving, engine and material handling equipment. Headquartered in St. Augustine, the Central and Northeast Florida Caterpillar dealer is comprised of eight divisions, that sell, service and support Caterpillar and allied equipment. Additional information about the Ring Power organization visit *www.ringpower.com*. ■

Jim Marsh joins Foley, Incorporated

Foley, Incorporated, announced that Jim Marsh has joined the company as Rental Operations Manager of the Power Systems Division.

Marsh comes to Foley with twenty-five years of experience as an Operations Manager in the equipment rental field. Over the course of his career, Marsh has worked in the positions of Mechanic, Field Technician for portable and industrial air compressors, Service Manager and Branch Operations Manager at several rental and machinery companies. He attended both Delaware Valley College and Union County College.

As Rental Operations Manager in the Power Systems Division, Marsh will be reporting to Foley Power Systems Sales Manager Joe Amabile. He will assist Power Systems Rental Customers with generator, air compressor, temperature control and accessory needs. Marsh will also be responsible for the day-to-day operations of the department including equipment inventory and working with Foley's Service Department to schedule repairs and preventive maintenance of the rental fleet. Amabile stated, "We are excited to have Jim on board in Foley Power Systems. His knowledge and experience will benefit our Rental Division customers, as we strive to create exceptional customer experiences."

Based in Piscataway, NJ, Foley is the Caterpillar Dealer in North and Central New Jersey, Staten Island and Bermuda.

Visit *www.foleyinc.com* for more information. ■

Pritchard Brown, LLC is Pleased to Announce This Recent Promotion:

Mike Witkowski has been promoted to Chief Operating Officer (C.O.O.) for Pritchard Brown, LLC. As C.O.O., Mike will be responsible for all plant operations for the firm's 70,000 square foot manufacturing facility in Baltimore, MD. Mike initially joined Pritchard Brown in 1989 as a Sales Engineer and was promoted to Market Manager of Electronic Systems in 1996. He served in this capacity until 2000, when he was promoted to his most recent title of Vice President of Sales & Engineering.

Mike will be reporting directly to Rob Fennell, President of Pritchard Brown. "Mike brings a wealth of experience to this position, having worked in several capacities at Pritchard Brown during the last 23 years. This promotion is timely and well-deserved and could not have happened to a better team player and company leader," says Rob Fennell.

Prior to Pritchard Brown, Mike held several sales and technical jobs in computers, retail electronics, sound reinforcement and surveillance equipment. Mike attended the Pennsylvania State University from 1980 until 1985, studying Electrical Engineering and Acoustics.

Mike is an active member of the Electrical Generating Systems Association and has made numerous personal Member contributions. He has published several articles in industry trade publications, including *Powerline* Magazine. He co-authored a chapter in the 2nd Edition of EGSA's On-Site Power Generation: A Reference Book in the early 2000s and is currently working on a chapter for the 5th Edition, which should be completed in 2013. He also recently completed a three-year term serving on the EGSA Board of Directors from 2009 until 2011 and as a committee officer on the EGSA Codes & Standards Committee from 2008 until 2011.

Mike lives in Baltimore County Maryland with his wife Nancy, teenage daughters Grace and Emily and a multitude of rescue pets. His hobbies are music and of late, his home recording studio.

Prichard Brown is a privately held company located in Baltimore, MD. They manufacture custom, high quality enclosures and fuel tank bases for generator sets through 3MW, and provide electro-mechanical system integration for genset Dealer-Distributors, switchgear manufacturers and engine original equipment manufacturers (OEMs). For more information on Pritchard Brown, visit *www.pritchardbrown.com.* ■

ComAp Announces New Contract With Genpower Generators

ComAp announces a contract to supply advanced control solutions to Turkish genset manufacturer GENPOWER GENERATORS.

GENPOWER has the world's greatest generator factory, specializing in diesel, gasoline and natural gas powered generators ranging from 1 KVA to 3500 KVA, as well as sourcing generators, lighting towers (projectors) and producing simple PLC type synchronized systems. GENPOWER exports 75% of its production to 71 countries in 7 continents. ComAp is providing GENPOWER with the comprehensive control solutions that they require, along with complete engine management, remote monitoring and the total protection of controlled technology.

R&D Manager at GENPOWER commented: "We look forward to working in close partnership with ComAp and sharing the benefits of their remote monitoring and advanced technology system which will prove very popular with our customers." ■

Emerson Network Power Surpasses a Coveted Benchmark at Its Largest ASCO Power Manufacturing Facility

Welcome, N.C. Plant Records 1,000,000 Man-Hours Without a Lost Day Accident

Emerson Network Power, reports that its Welcome, N.C. manufacturing facility for ASCO Power has surpassed 1,000,000 man-hours worked without a lost day accident.

Michael Quinn, ASCO Power Technologies VP of Operations, said, "This milestone recognizes the day-in and day-out effort by our employees to work safely. Much of the credit goes to them."

The Welcome plant's accomplishment follows the more than 3.5 million man-hours worked without a lost day accident at another company facility in Reynosa, Mexico that also manufactures ASCO Power equipment.

Emerson Network Power's plant achieved both milestones by using ergonomically designed workspaces and automation. Skilled employees supervise the automated processes.

Employee safety is further enhanced through personal protective equipment (PPE) such as safety goggles, back support harnesses and hearing protection. Warning signs and markings on the factory floor help employees safely navigate through the facility. Employees also utilize weight assists for lifting heavy objects that, otherwise, might cause injury.

Employees are trained regularly to facilitate a safer, more efficient work environment. Training includes how to properly use and troubleshoot equipment, the proper use of PPE and identifying the proper tool for its intended purpose.

In a 2009, 28-page report, the U.S. Bureau of Labor Statistics lists figures regarding illnesses and injuries in many different industries, including fabricated metal product manufacturing and the electrical equipment, appliance and component manufacturing industries. These numbers validate

the significance the 1,000,000 man-hour benchmark represents.

For more information on Emerson Network Power's Welcome, N.C. ASCO Power manufacturing facility and its capabilities, visit *ASCOAPU.com* or *EmersonNetworkPower.com/ASCO.* ■

NPC Announces Two New Hires

National Power Corporation (NPC) the Industrial Dealer Central (IDC) for Generac Power Systems in NC, SC, and southwestern VA, as well as, a distributor of power solution products announce two additions to the company.

Jessi Vander Hamm

Jessi Vander Hamm has joined the NPC in the position of Power Solutions Consultant for the Generator Division.

Jessi obtained a BS in Electrical Engineering from The University of North Carolina - Charlotte. She worked with the Naval Surface Warfare Center (NAVSEA), Dahlgren, VA as an Electrical Engineer focusing in Topside Design on Naval Vessels.

Jessi will be a key component in the Generator Division at National Power. John Dixon, Generator Division Manager at NPC says that "Jessi brings with her a lot of energy and electrical experience. We are very excited to have her on our team." Jessi will be working out of Fort Mill and will be covering Charlotte Metropolitan Area, the Triad, and Western North Carolina.

Rebecca S. Lemox

Rebecca S. Lemox has joined NPC as Inside Sales Representative for resellers within the Eastern and Central Time Zones.

Rebecca studied Small Business Management at Midlands Technical College in Columbia, SC. She has worked in the power quality industry for more than fifteen years. Her career has been focused primarily on the distribution of Eaton Power Quality products throughout South Carolina. Rebecca has received several recognitions throughout her career, including the most improved territory award for Eaton UPS and Power Quality Line.

"National Power is very fortunate to add Becky to our team," said John Lowe, National Power's Vice President and General Manager. "She has a history of exceeding customers' expectations and that is the culture we have established over the years which makes her a natural fit."

Visit *www.natpow.com* for more information. ■

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Western Branch Diesel Appoints Charles T. Gould Jr. to Assistant General Sales and Marketing Manager

Western Branch Diesel announced the appointment of Charles T. Gould Jr. (Chuck) to Assistant General Sales and Marketing Manager. Chuck is a graduate of James Madison University, Harrisonburg, VA. He was previously employed by Sony Classical, Washington DC/New York Branch as Sales Representative and later East Coast Regional Sales Manager and Universal Classics Group, New York as Marketing Manager before joining Western Branch Diesel as part of the On Highway Marketing Team at the Richmond, VA Branch in February 2006 and later with the power Generation Division in 2009. Chuck also took part in a study of opportunities for the company in oil and gas industry as it related to one of the largest natural gas plays in the United States.

Chuck will be responsible for the sales and sales marketing group of the company. He will work from both the Richmond and Portsmouth offices until a replacement for generator sales can be found for the Richmond AOR.

Visit *www.westernbranchdiesel.com* for more information. ■

Worldwide Power Products Ramps Up Rental Program

Worldwide Power Products (WPP), a power-generation equipment provider for industrial clients worldwide, announced it has completed the expansion of its generator rental division. The firm now features a fully searchable database of available, single- and three-phase units ranging from 30kW to 2000kW.

Unlike many rental companies that keep an inventory of generators specifically for rental, WPP rents and sells new and surplus generators. It will rent any unit in its inventory – by the day, week or month – and can later transition the unit from rental to purchase if that becomes a more financially feasible option for the customer.

"Many of our customers cannot afford to purchase a generator at the given moment they need it, or their job isn't going to last long enough to put equipment into inventory," says WPP Rental Manager Jeanette Stratmann. "With our program, they can rent the equipment just for the time they need – whether that be 8 hour or 24-hour shifts."

WPP also offers a reduced-cost standby option where customers either place a generator on their site—or hold one in inventory and guarantee quick delivery—in case the situation should arise where they need a generator quickly.

"Emergency Standby rentals give our customers peace of mind that they'll be able to quickly secure emergency power in the event of natural or man-made disasters," continues Stratmann. "This is especially popular with our customers along the coast during hurricane season."

WPP maintains close relationships with other vendors and manufacturers such as Caterpillar, enabling it to provide generators on a very tight turnaround. "If we have equipment in the region, we can deliver a rental generator in as little as an hour," says Stratmann.

Worldwide Power Products specializes in power generation equipment including new and used engines and generator sets. For more information and a complete list of inventory, visit: *www.wpowerproducts.com*. ■

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- Truly optimize selective coordination for what the application requires (typically an 18-cycle transfer switch)
- Provide a cost effective solution by utilizing 3 to 18 cycle ratings
- Are certified to UL-1008, 6th edition (April, 2011) test criteria

Compare power transfer switches for selective coordination applications. Then, select ASCO.
www.emersonnetworkpower.com/ASCO, (800) 800-ASCO (2726), ascoapu.com

* Results reflect the opinions of more than 300 engineers polled in a recent Webcast exit survey.

ASCO Power Switching & Controls
Just another reason why Emerson Network Power is a global leader in maximizing availability, capacity and efficiency of critical infrastructure.

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